

Transcript: Justin

Mills-4875738019840000-5747917859110912

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Hi, Justin. This is Tory with APL. I've got Miss Grace Campbell on the other line. The last four digits of her Social Security number is zero nine three two, and she is calling because she wants to cancel her policies. Is she with Accuforce? Yes. Okay, you can transfer her over. All right. Thanks, Justin. You take care, sir. M- Bye bye. You do the same, okay? M- Bye bye, sir. Hello. Am I speaking with Grace Campbell? Yes, you are. Awesome. This is Justin from Benefits In A Card. APL informed me that you wanted to cancel the coverage through Accuforce. Is that correct? Yes, sir. Okay. Um, for security purposes, can you verify your home address, including city, state and zip code for me real quick, Grace? Yes. Um, it's 830 Bowers Road, Greenville, Tennessee 37743. And confirm your date of birth? 10/17/1994. And a good telephone number I have is 321-626-7515? Yes, sir. And the email is gracexcampbell@gmail.com? Yes. Okay, so let's see here. Um, so you wanted to cancel the medical and the pre-RX. Is that correct? Yes. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through, so it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Grace? All right. That's perfect. Awesome. Is there anything else I can help you out with today? Nope, that would be it. Okay. Well, thank you for calling Benefits In A Card and hope you have a wonderful day, all right? Thank you. You too. Thank you. Bye bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits In A Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Tory with APL. I've got Miss Grace Campbell on the other line. The last four digits of her Social Security number is zero nine three two, and she is calling because she wants to cancel her policies.

Speaker speaker_1: Is she with Accuforce?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, you can transfer her over.

Speaker speaker_2: All right. Thanks, Justin. You take care, sir. M- Bye bye.

Speaker speaker_1: You do the same, okay?

Speaker speaker_2: M- Bye bye, sir.

Speaker speaker_1: Hello. Am I speaking with Grace Campbell?

Speaker speaker_3: Yes, you are.

Speaker speaker_1: Awesome. This is Justin from Benefits In A Card. APL informed me that you wanted to cancel the coverage through Accuforce. Is that correct?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: Okay. Um, for security purposes, can you verify your home address, including city, state and zip code for me real quick, Grace?

Speaker speaker_3: Yes. Um, it's 830 Bowers Road, Greenville, Tennessee 37743.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_3: 10/17/1994.

Speaker speaker_1: And a good telephone number I have is 321-626-7515?

Speaker speaker_3: Yes, sir.

Speaker speaker_1: And the email is gracexcampbell@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay, so let's see here. Um, so you wanted to cancel the medical and the pre-RX. Is that correct?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through, so it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Grace?

Speaker speaker_3: All right. That's perfect.

Speaker speaker_1: Awesome. Is there anything else I can help you out with today?

Speaker speaker_3: Nope, that would be it.

Speaker speaker_1: Okay. Well, thank you for calling Benefits In A Card and hope you have a wonderful day, all right?

Speaker speaker_3: Thank you. You too.

Speaker speaker_1: Thank you. Bye bye.

Speaker speaker_3: Bye.