

Transcript: Justin

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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? Justin, how are you? Doing pretty well, and yourself? I'm doing wonderful. Thank you for asking. This is Cynthia over at Mylar. And I have two employees, two Surge employees. One speaks French and one speaks Spanish. And they are wanting to, um, cancel their insurance. Okay, so you have a French-speaking, uh, member, and who else? I'm sorry. Uh, Spanish. Spanish as in Creole. Oh, Spanish as in Creole? Okay. So let's see here. Now I do- They, they underst- They understand a little English. Okay. Now are they nearby so I can speak with them? I have you on speaker, Justin. Okay, um, so let's see. Let's start with, uh, f- one of the first ones. So Surge Staffing, what's the last four of one of their socials? What, um, what's the last four of your Social Security number, Miriam? 4499896. That is 21104- No, not the whole thing. What is, what's the la- the last four? The last four, 9896. 9896. And her first and last name. Madeline Bien. M-B-A-R-I-N-E. Okay. And for security purposes, can you verify your home address, including city, state and zip code? What's your auntie's address? Uh, 212 North. Apartments 8. Mansfield, Ohio 44906. And your date of birth? 12/34/1992. And a good email to have is T- a good email to have is T-A-T-H-A-B-O-U-S-O-D-A @gmail? Yeah. Okay, um, so I'll go ahead and cancel your coverage. 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 reductions, but after that you should be officially canceled, okay? Okay, thank you. Like I told you, it's about, about two weeks. Okay. And then bear with me one second while I notate her file, and then the second person can, uh, speak to me. Okay. Cancel. She knows us. ... Breath, and five, six... And cancel. Ch, ch, ch, ch. Okay, this is Surge Staffing. What's the last four of the other person's social? Uh, Finola. Uh, your Social Security number? Three, three- One, one-sixth, eight-three. You said 1683? 83, yeah. And your first and last name? Te- tell me your name. Finola- Finola Ratceu. Ratceu. F-a-c-t-o. Finola... She's struggling. F-a-c-t-a-u. Okay, her name's Finola Ratu, R-A-T-e-an-u. Okay. And can she verify her home address, including city, state and zip codes? Can you use your Columbus address? Yeah. What was the ID? Huh? Ma'am can I have... I'm lost without my address. Your address? Columbus. Columbus. The home, hold on. Home address is still Home address? No. Home address? Something Burnsville Place South, Columbus, Ohio 43232? Yes. Does that, does that sound right, Justin? Correct. And her date of birth? What's the birthday? 12/31/1981. And a good email to have is your first name, name- That's so close. ... 1981 @gmail? Is that the Gmail? Yeah. 12/31/1981. That's your birthday. Okay. Um, so I'll go ahead and cancel your coverage. 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 reductions, but after that you should be officially canceled, okay? All right, thank you.

All right, thank you, Justin. You're welcome. Is there anything else I could help you out with today? No, sir. Awesome. Thank you for being patient and taking care of this for me. You're welcome, Cynthia. You have a great day, okay? All right, you too. Bye-bye. All right, 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: Justin, how are you?

Speaker speaker_1: Doing pretty well, and yourself?

Speaker speaker_2: I'm doing wonderful. Thank you for asking. This is Cynthia over at Mylar. And I have two employees, two Surge employees. One speaks French and one speaks Spanish. And they are wanting to, um, cancel their insurance.

Speaker speaker_1: Okay, so you have a French-speaking, uh, member, and who else? I'm sorry.

Speaker speaker_2: Uh, Spanish. Spanish as in Creole.

Speaker speaker_1: Oh, Spanish as in Creole? Okay. So let's see here. Now I do-

Speaker speaker_2: They, they underst- They understand a little English.

Speaker speaker_1: Okay. Now are they nearby so I can speak with them?

Speaker speaker_2: I have you on speaker, Justin.

Speaker speaker_1: Okay, um, so let's see. Let's start with, uh, f- one of the first ones. So Surge Staffing, what's the last four of one of their socials?

Speaker speaker_2: What, um, what's the last four of your Social Security number, Miriam?

Speaker speaker_3: 4499896. That is 21104-

Speaker speaker_2: No, not the whole thing. What is, what's the la- the last four?

Speaker speaker_3: The last four, 9896.

Speaker speaker_2: 9896.

Speaker speaker_1: And her first and last name.

Speaker speaker_3: Madeline Bien. M-B-A-R-I-N-E.

Speaker speaker_1: Okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker_2: What's your auntie's address?

Speaker speaker_3: Uh, 212 North. Apartments 8. Mansfield, Ohio 44906.

Speaker speaker_1: And your date of birth?

Speaker speaker_3: 12/34/1992.

Speaker speaker_1: And a good email to have is T- a good email to have is T-A-T-H-A-B-O-U-S-O-D-A @gmail?

Speaker speaker_3: Yeah.

Speaker speaker_1: Okay, um, so I'll go ahead and cancel your coverage. 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 reductions, but after that you should be officially canceled, okay?

Speaker speaker_3: Okay, thank you.

Speaker speaker_2: Like I told you, it's about, about two weeks.

Speaker speaker_1: Okay. And then bear with me one second while I notate her file, and then the second person can, uh, speak to me.

Speaker speaker_2: Okay.

Speaker speaker_1: Cancel.

Speaker speaker_2: She knows us.

Speaker speaker_1: ... Breath, and five, six... And cancel. Ch, ch, ch, ch. Okay, this is Surge Staffing. What's the last four of the other person's social?

Speaker speaker_2: Uh, Finola. Uh, your Social Security number?

Speaker speaker_4: Three, three-

Speaker speaker_3: One, one-sixth, eight-three.

Speaker speaker_1: You said 1683?

Speaker speaker_3: 83, yeah.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Te- tell me your name.

Speaker speaker_4: Finola-

Speaker speaker_2: Finola Ratceu.

Speaker speaker_4: Ratceu. F-a-c-t-o. Finola...

Speaker speaker_1: She's struggling.

Speaker speaker_4: F-a-c-t-a-u.

Speaker speaker_2: Okay, her name's Finola Ratu, R-A-T-e-an-u.

Speaker speaker_1: Okay. And can she verify her home address, including city, state and zip codes?

Speaker speaker_2: Can you use your Columbus address?

Speaker speaker_3: Yeah.

Speaker speaker_4: What was the ID?

Speaker speaker_3: Huh?

Speaker speaker_4: Ma'am can I have...

Speaker speaker_3: I'm lost without my address.

Speaker speaker_4: Your address?

Speaker speaker_3: Columbus. Columbus .

Speaker speaker_4: The home, hold on.

Speaker speaker_3: Home address is still

Speaker speaker_5: Home address?

Speaker speaker_3: No.

Speaker speaker_5: Home address?

Speaker speaker_4: Something Burnsville Place South, Columbus, Ohio 43232?

Speaker speaker_3: Yes.

Speaker speaker_2: Does that, does that sound right, Justin?

Speaker speaker_1: Correct. And her date of birth?

Speaker speaker_4: What's the birthday?

Speaker speaker_3: 12/31/1981.

Speaker speaker_1: And a good email to have is your first name, name-

Speaker speaker_4: That's so close.

Speaker speaker_1: ... 1981 @gmail?

Speaker speaker_4: Is that the Gmail?

Speaker speaker_5: Yeah.

Speaker speaker_3: 12/31/1981. That's your birthday.

Speaker speaker_1: Okay. Um, so I'll go ahead and cancel your coverage. 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 reductions, but after that you should be officially canceled, okay?

Speaker speaker_2: All right, thank you.

Speaker speaker_4: All right, thank you, Justin.

Speaker speaker_1: You're welcome. Is there anything else I could help you out with today?

Speaker speaker_2: No, sir.

Speaker speaker_1: Awesome.

Speaker speaker_2: Thank you for being patient and taking care of this for me.

Speaker speaker_1: You're welcome, Cynthia. You have a great day, okay?

Speaker speaker_2: All right, you too. Bye-bye.

Speaker speaker_1: All right, bye-bye.