

Transcript: Justin

Mills-5426925568442368-5117095821623296

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, Justin. This is, uh, Jackie. I'm calling, uh, because I'm wanting to cancel my insurance. I work with Surge, and I was just calling to cancel my insurance with them. Okay, so Surge Staffing. What's the last four of your social? Uh, it's 1887. And what was your last name, Jackie? Uh, Garcia Clavio? Garcia Clavio, okay. Do you go by Daniela? Yeah. Daniela Garcia. Yeah. And for security purposes, could you verify your home address, including city, state and zip code? So address is 221 County Road 268 Lot 2, Pisgah, Alabama, zip code 35765. And your date of birth? Your date of birth? Hey, can you hear me? Yeah, I can hear you. Hello, are you still there? Hey. I'm not sure what's going on. Did you hear that? No, I did not. It's May 23rd, 2002. And a good telephone number I have is 256-465-1496. That's correct. And the email I have is daniela.garciaLA17@icloud? 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 will be officially canceled. Okay? Okay. Thank you. Awesome. You're welcome. You have a great day, okay? Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. This is, uh, Jackie. I'm calling, uh, because I'm wanting to cancel my insurance. I work with Surge, and I was just calling to cancel my insurance with them.

Speaker speaker_0: Okay, so Surge Staffing. What's the last four of your social?

Speaker speaker_1: Uh, it's 1887.

Speaker speaker_0: And what was your last name, Jackie?

Speaker speaker_1: Uh, Garcia Clavio?

Speaker speaker_0: Garcia Clavio, okay. Do you go by Daniela?

Speaker speaker_1: Yeah. Daniela Garcia. Yeah.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker_1: So address is 221 County Road 268 Lot 2, Pisgah, Alabama, zip code 35765.

Speaker speaker_0: And your date of birth? Your date of birth?

Speaker speaker_1: Hey, can you hear me?

Speaker speaker_0: Yeah, I can hear you. Hello, are you still there?

Speaker speaker_1: Hey. I'm not sure what's going on. Did you hear that?

Speaker speaker_0: No, I did not.

Speaker speaker_1: It's May 23rd, 2002.

Speaker speaker_0: And a good telephone number I have is 256-465-1496.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is daniela.garciaLA17@icloud?

Speaker speaker_1: Yes.

Speaker speaker_0: 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 will be officially canceled. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Awesome. You're welcome. You have a great day, okay?

Speaker speaker_1: Mm-hmm. Bye.