

Transcript: Justin

Mills-5550404712972288-5198347535564800

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hey, I was calling because, um, I'm trying to cancel the insurance. I didn't know I had this insurance for a while. It's be- and it's been taking out my check, so I'm trying to cancel it. Okay. What's that staffing agency you work for? Um, Surge. And the last four of your social? 2676. And what was your first and last name? Francesca Veal. And for security purposes, can you verify your home address, including city, state and zip code, Francesca? 6191 Nixon Circle Northeast, Covington, Georgia 30014. And your date of birth? May 20th, 1992. And a good telephone number I have is 404-914-4869. That's correct. And the email I have is fveal87@gmail.com. Correct. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna- Okay. ... 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, Francesca? Okay. Thank you so much. You're welcome. You have a great day, okay? Y- you too. All right, bye-bye. 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, I was calling because, um, I'm trying to cancel the insurance. I didn't know I had this insurance for a while. It's be- and it's been taking out my check, so I'm trying to cancel it.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 2676.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Francesca Veal.

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

Speaker speaker_1: 6191 Nixon Circle Northeast, Covington, Georgia 30014.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 20th, 1992.

Speaker speaker_0: And a good telephone number I have is 404-914-4869.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is fveal87@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 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, Francesca?

Speaker speaker_1: Okay. Thank you so much.

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

Speaker speaker_1: Y- you too.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Bye.