

Transcript: Justin

Mills-5675621428150272-5046028480462848

Full Transcript

Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi, Justin. This is, uh, Chloe Roundtree. I, I just started a job at HH Global and, um, I'm through a temporary service from there. And I need to cover this Surge membership that they sent me 'cause they were charging me \$15 'cause I'm on my mom and dad's insurance plan and I don't need it. Yeah. Let me check on that for you. Um, so Surge Staffing, what's the last four of your social? One moment please. Oh. Sorry about that. I got a... Hey. It is 1144. Mm-hmm. And your first and last name? Chris- or, uh, Chloe Christina Roundtree. Okay. And for security purposes, could you verify your home address including city, state and zip code, Chloe? Yes. It's 10225 Harlequin Ct in Alexandria, Kentucky 41001. And confirm your date of birth. It is 12/09/'03. And a good telephone number I have is 859-982-1152? Yes. And the email I have is chloerountree@icloud.com? Correct. Okay. So I'll go ahead and cancel the coverage for you. Okay. However, I do want to let you know cancellations do take one to two weeks to go through. Okay. So it is possible for you to experience one or two more final payroll deductions. Okay. But after that, you will be officially canceled. Okay, Chloe? Oh, okay. Thank you so much. You're welcome. You have a great day, okay? Okay. You too. Thank you. Bye-bye. Okay. Goodbye.

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: Hi, Justin. This is, uh, Chloe Roundtree. I, I just started a job at HH Global and, um, I'm through a temporary service from there. And I need to cover this Surge membership that they sent me 'cause they were charging me \$15 'cause I'm on my mom and dad's insurance plan and I don't need it.

Speaker speaker_0: Yeah. Let me check on that for you. Um, so Surge Staffing, what's the last four of your social?

Speaker speaker_1: One moment please.

Speaker speaker_2: Oh.

Speaker speaker_1: Sorry about that. I got a... Hey. It is 1144.

Speaker speaker_2: Mm-hmm.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Chris- or, uh, Chloe Christina Roundtree.

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

Speaker speaker_1: Yes. It's 10225 Harlequin Ct in Alexandria, Kentucky 41001.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: It is 12/09/'03.

Speaker speaker_0: And a good telephone number I have is 859-982-1152?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is chloerountree@icloud.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So I'll go ahead and cancel the coverage for you.

Speaker speaker_1: Okay.

Speaker speaker_0: However, I do want to let you know cancellations do take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: So it is possible for you to experience one or two more final payroll deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: But after that, you will be officially canceled. Okay, Chloe?

Speaker speaker_1: Oh, okay. Thank you so much.

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

Speaker speaker_1: Okay. You too. Thank you. Bye-bye.

Speaker speaker_0: Okay. Goodbye.