

Transcript: Justin

Mills-5722364474343424-5837577794142208

Full Transcript

Thank you for calling Benefits in a Cart. Can I help you today? How you doing today? H- how you doing today, sir? My bad. Uh, this is Jamarcus Watson. I was calling because they said I had signed up for some insurance from y'all when I had went to Hamilton's, and I don't recall that, and I was calling to see can I get it canceled. Yeah, let me check on that. Um, you stayed at Hamilton/Riker? Yes, sir. And your last known residential? I worked at 3854. And what was your first and last name? Jamarcus, J-A-M-A-R-C-U-S. Last name, Watson, W-A-T-S-O-N. Middle name, Terrell, T-E-R-R-E-L-L. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Uh, my home address is 89 Rebecca Lane, Pontotoc, Mississippi 38868, something like that. I... I forget the area code because I used to live down there. I know the ZIP code. Great. And confirm your date of birth. Uh, 10/29/1998. And a good telephone number have a 662-403-5936. Yes, sir. And the email I have is jamarcuswatson717@gmail.com. Yes, sir. Okay, so let's see here. So looking at the file... Okay. So looking at the file, it looks like we received an enrollment form signed and dated January 16th of 2025 where you elected- Yeah, that's right. ... the State Healthy MEC TeleRX as well as the VIP Standard so that's why you were enrolled in the benefits. Yeah, I remember that. I want to cancel it because they just took a lot of money out from my pay check. Totally understand. Um, so I'll go ahead and cancel that 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, Jamarcus? All right. Is there anything else I can assist you with today? No, that's all. Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. All right? Bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Cart. Can I help you today?

Speaker speaker_1: How you doing today? H- how you doing today, sir? My bad. Uh, this is Jamarcus Watson. I was calling because they said I had signed up for some insurance from y'all when I had went to Hamilton's, and I don't recall that, and I was calling to see can I get it canceled.

Speaker speaker_0: Yeah, let me check on that. Um, you stayed at Hamilton/Riker?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And your last known residential?

Speaker speaker_1: I worked at 3854.

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

Speaker speaker_1: Jamarcus, J-A-M-A-R-C-U-S. Last name, Watson, W-A-T-S-O-N. Middle name, Terrell, T-E-R-R-E-L-L.

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

Speaker speaker_1: Uh, my home address is 89 Rebecca Lane, Pontotoc, Mississippi 38868, something like that. I... I forget the area code because I used to live down there. I know the ZIP code.

Speaker speaker_0: Great. And confirm your date of birth.

Speaker speaker_1: Uh, 10/29/1998.

Speaker speaker_0: And a good telephone number have a 662-403-5936.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is jamarcuswatson717@gmail.com.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay, so let's see here. So looking at the file...

Speaker speaker_1: Okay.

Speaker speaker_0: So looking at the file, it looks like we received an enrollment form signed and dated January 16th of 2025 where you elected-

Speaker speaker_1: Yeah, that's right.

Speaker speaker_0: ... the State Healthy MEC TeleRX as well as the VIP Standard so that's why you were enrolled in the benefits.

Speaker speaker_1: Yeah, I remember that. I want to cancel it because they just took a lot of money out from my pay check.

Speaker speaker_0: Totally understand. Um, so I'll go ahead and cancel that 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, Jamarcus?

Speaker speaker_1: All right.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: No, that's all.

Speaker speaker_0: Awesome. Well, thank you for calling Benefits in a Cart and I hope you have a wonderful day. All right?

Speaker speaker_1: Bye-bye.

Speaker speaker_0: All right. Bye-bye.