

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes. Did you say Justin? What was- Yes. My name's Justin. Hi, Justin. Hey. Good morning. Um, this is Alexandra Hernandez. I was calling because I wanted, um, cancel my service 'cause I'm paying for it and the, my doctor's and stuff. Y'all don't even cover it, so I always have to end up paying. So, I'ma just go ahead and, um, cancel the service. Totally understand. Um, what's the staffing agency you work for and the last four of your social? Uh, BG, uh, 1873. And for security purposes, can you verify the home address, including city, state and zip code, Alexandra? Uh, 117 Finch Lane, Brookshire, Texas 77474, I think. I, I just moved. And your date of birth? And what was the other question? 11/20/87. And a good telephone number have is 832-935-8039? Yes. And the email I have is alexandra.gutierrez- Gutierrez1987. Mm-hmm. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Alexandra? Oh, so it's gonna be one to two weeks? It's not gonna be right away? Correct. Cancellations take one to two weeks. Yes, ma'am. Okay. All righty. Is there anything else I can help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay? You too. Bye-bye. Thank you. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. Did you say Justin? What was-

Speaker speaker_1: Yes. My name's Justin.

Speaker speaker_2: Hi, Justin. Hey. Good morning. Um, this is Alexandra Hernandez. I was calling because I wanted, um, cancel my service 'cause I'm paying for it and the, my doctor's and stuff. Y'all don't even cover it, so I always have to end up paying. So, I'ma just go ahead and, um, cancel the service.

Speaker speaker_1: Totally understand. Um, what's the staffing agency you work for and the last four of your social?

Speaker speaker_2: Uh, BG, uh, 1873.

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

Speaker speaker_2: Uh, 117 Finch Lane, Brookshire, Texas 77474, I think. I, I just moved.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: And what was the other question? 11/20/87.

Speaker speaker_1: And a good telephone number have is 832-935-8039?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is alexandra.gutierrez-

Speaker speaker_2: Gutierrez1987. Mm-hmm.

Speaker speaker_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Alexandra?

Speaker speaker_2: Oh, so it's gonna be one to two weeks? It's not gonna be right away?

Speaker speaker_1: Correct. Cancellations take one to two weeks. Yes, ma'am.

Speaker speaker_2: Okay. All righty.

Speaker speaker_1: Is there anything else I can help you out with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. Okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Thank you. Bye.