

Transcript: Justin

Mills-5752312645337088-4784660741406720

Full Transcript

Thank you for calling Benefits ... This is Justin. How can I help you today? Hi, I was trying to see if I could, um, delete some of my benefits off my account. Okay. What's the staffing agency you work for? Uh, SBD Staffing. And the last four of your social? 9929. And what was your first and last name? Dawnae Davenport. And for security purposes, could you verify your home address, including city, state and zip code? 3333 West Oak Street, Chicago, Illinois, 60624. And your date of birth? 11/04/2000. And if your telephone number has a 773-663-1463. Yes. And the email I have is Dawnae.Davenport@gmail? Yes. Okay. What changes did you want to make? I wanted to take the health- the healthcare off. Okay. And just keep dental and trim life? No, you guys take that off, too. So, you want to cancel the coverage, correct? Yes. Okay. So, I'll go ahead and cancel everything 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, Dawnae? Okay. Thank you. That's fine. You're welcome. Is there anything else I could assist you with today? Nope. That's all. Awesome. Well, you have a wonderful day, okay? All right. You too. Thank you. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, I was trying to see if I could, um, delete some of my benefits off my account.

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

Speaker speaker_1: Uh, SBD Staffing.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 9929.

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

Speaker speaker_1: Dawnae Davenport.

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

Speaker speaker_1: 3333 West Oak Street, Chicago, Illinois, 60624.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 11/04/2000.

Speaker speaker_0: And if your telephone number has a 773-663-1463.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is Dawnae.Davenport@gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What changes did you want to make?

Speaker speaker_1: I wanted to take the health- the healthcare off.

Speaker speaker_0: Okay. And just keep dental and trim life?

Speaker speaker_1: No, you guys take that off, too.

Speaker speaker_0: So, you want to cancel the coverage, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, I'll go ahead and cancel everything 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, Dawnae?

Speaker speaker_1: Okay. Thank you. That's fine.

Speaker speaker_0: You're welcome. Is there anything else I could assist you with today?

Speaker speaker_1: Nope. That's all.

Speaker speaker_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_1: All right. You too. Thank you.

Speaker speaker_0: All right. Bye-bye.