

Transcript: Justin

Mills-6224862748524544-6517515847385088

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I'm just calling to make sure that my, um, my, I guess, account is on the way to being canceled. I was just... I wanted an update on that. Yeah. Um, what's that staffing agency you work for? Uh, North Staffing. And the last four of your Social? 5009. And what was your first and last name? Avia Perez. And for security purposes, could you verify your home address, including city, state and zip code? Sure. 165 Beaver Ridge, Marshall, North Carolina, 28753. And confirm your date of birth? 02/01/'91. And a good telephone number I have is 646-464-4229. That's correct. And the email I have is avia.perez.editing@gmail? Yep. Okay. Um, so yeah, so looking at the file, checking no history, I do see where you called in on May 5th to cancel the coverage. Um, you were advised of the cancellation process, which takes one to two weeks to go through. And as of right now, uh, last day of active coverage will be May 18th, which is Sunday. So, you won't have any deductions come out this week. Okay, perfect. Um, uh, yeah, uh, that was... That was everything. Um, will I get some kind of email or other notification that it's been canceled, or should I call back to confirm next Monday? Um, I would just call back on Monday, or next Monday, to confirm. Um, the only thing that we can send out is cancellation confirmations, which just states cancellations take one to two weeks to go through. Okay, 'cause I didn't receive... I didn't receive an email about that, about having, like, put the cancellation in motion. I didn't get anything. Okay. Um, so let me work on that email for you. Do you mind if I place you on a brief hold? Sure. Thanks. You're welcome. Hello? Are you still there? Yep. Hi. Awesome. Thank you so much for holding. So, I went ahead and emailed you that cancellation confirmation emailed to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay? Uh, yes, I see it. Thank you so much. You're welcome. Is there anything else I could assist you with today? No, that was everything. Awesome. Well, you have a wonderful day, okay? Thanks. You too. Bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi. I'm just calling to make sure that my, um, my, I guess, account is on the way to being canceled. I was just... I wanted an update on that.

Speaker speaker_0: Yeah. Um, what's that staffing agency you work for?

Speaker speaker_1: Uh, North Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5009.

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

Speaker speaker_1: Avia Perez.

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

Speaker speaker_1: Sure. 165 Beaver Ridge, Marshall, North Carolina, 28753.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 02/01/91.

Speaker speaker_0: And a good telephone number I have is 646-464-4229.

Speaker speaker_1: That's correct.

Speaker speaker_0: And the email I have is avia.perez.editing@gmail?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Um, so yeah, so looking at the file, checking no history, I do see where you called in on May 5th to cancel the coverage. Um, you were advised of the cancellation process, which takes one to two weeks to go through. And as of right now, uh, last day of active coverage will be May 18th, which is Sunday. So, you won't have any deductions come out this week.

Speaker speaker_1: Okay, perfect. Um, uh, yeah, uh, that was... That was everything. Um, will I get some kind of email or other notification that it's been canceled, or should I call back to confirm next Monday?

Speaker speaker_0: Um, I would just call back on Monday, or next Monday, to confirm. Um, the only thing that we can send out is cancellation confirmations, which just states cancellations take one to two weeks to go through.

Speaker speaker_1: Okay, 'cause I didn't receive... I didn't receive an email about that, about having, like, put the cancellation in motion. I didn't get anything.

Speaker speaker_0: Okay. Um, so let me work on that email for you. Do you mind if I place you on a brief hold?

Speaker speaker_1: Sure. Thanks.

Speaker speaker_0: You're welcome. Hello? Are you still there?

Speaker speaker_1: Yep. Hi.

Speaker speaker_0: Awesome. Thank you so much for holding. So, I went ahead and emailed you that cancellation confirmation emailed to you. Um, email that you should be looking out for will be coming from info, that's I-N-F-O, @benefitsinacard.com. However, if you don't see it in your inbox, be sure to check your spam or check your junk folder, okay?

Speaker speaker_1: Uh, yes, I see it. Thank you so much.

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

Speaker speaker_1: No, that was everything.

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

Speaker speaker_1: Thanks. You too. Bye.

Speaker speaker_0: All right. Bye-bye.