

Transcript: Justin

Mills-6267328729137152-5143601002004480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey. I'm calling because my mom has insurance through y'all, and she wants to cancel. Okay. Is she nearby so I can speak with her? Yeah. She's right here. She just doesn't speak all much English. Okay. Does she speak Spanish by any chance? 'Cause we have Spanish-speaking agents. Mm-hmm. Yeah. She does speak Spanish. Okay. Um, well, pass the phone to her, 'cause she would actually need to speak on her behalf to cancel the coverage, and I can transfer her over to a Spanish-speaking agent. Okay. Okay. Just bear with me one second, okay? Okay. Here we go. Hello. Are you still there? Yeah. Okay. Um, so it looks like we don't have any Spanish-speaking agents available right now. Um, but if you speak to her and say that you can authorize to speak on her behalf, um, I can speak with you, okay? Okay. . Okay. It's fine. Okay. Okay. What's the staffing agency she works for? Um, Megaforce. Megaforce? Okay. And the last four of her Social? Give her a minute. She needs to get it. No worries. Um, the last four of her Socials are 5280. And her first and last name? Uh, Maria Martinez Ochoa. Okay. And for security purposes, could you verify the home address, including city, state and zip code? Um, 346 Mike Stocks Road, Hookiketan, North Carolina 28538. And her date of birth? May 21st, 1978. And a good telephone number to have for her is 252-351-5414? Yeah. And the email I have is ISAIG6757 at Gmail? Yeah. Okay. Um, so I'll go ahead and cancel the coverage for her. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for her to experience one or two more final payroll reductions. But after that, she, she, she should be officially canceled, okay? Okay. Okay. Well, is there anything else I could help you all with today? No. That'd be all. Awesome. Well, thank you for calling Benefits in a Card, and I hope y'all have a wonderful weekend. Okay? All right. Thank you. You, too. Thank you. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. I'm calling because my mom has insurance through y'all, and she wants to cancel.

Speaker speaker_1: Okay. Is she nearby so I can speak with her?

Speaker speaker_2: Yeah. She's right here. She just doesn't speak all much English.

Speaker speaker_1: Okay. Does she speak Spanish by any chance? 'Cause we have Spanish-speaking agents.

Speaker speaker_2: Mm-hmm. Yeah. She does speak Spanish.

Speaker speaker_1: Okay. Um, well, pass the phone to her, 'cause she would actually need to speak on her behalf to cancel the coverage, and I can transfer her over to a Spanish-speaking agent.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Just bear with me one second, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Here we go. Hello. Are you still there?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so it looks like we don't have any Spanish-speaking agents available right now. Um, but if you speak to her and say that you can authorize to speak on her behalf, um, I can speak with you, okay?

Speaker speaker_2: Okay.

Speaker speaker_3: Okay. . Okay. It's fine.

Speaker speaker_1: Okay. Okay. What's the staffing agency she works for?

Speaker speaker_2: Um, Megaforce.

Speaker speaker_1: Megaforce? Okay. And the last four of her Social?

Speaker speaker_2: Give her a minute. She needs to get it.

Speaker speaker_1: No worries.

Speaker speaker_2: Um, the last four of her Socials are 5280.

Speaker speaker_1: And her first and last name?

Speaker speaker_2: Uh, Maria Martinez Ochoa.

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

Speaker speaker_2: Um, 346 Mike Stocks Road, Hookiketan, North Carolina 28538.

Speaker speaker_1: And her date of birth?

Speaker speaker_2: May 21st, 1978.

Speaker speaker_1: And a good telephone number to have for her is 252-351-5414?

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email I have is ISAIG6757 at Gmail?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, so I'll go ahead and cancel the coverage for her. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for her to experience one or two more final payroll reductions. But after that, she, she, she should be officially canceled, okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I could help you all with today?

Speaker speaker_2: No. That'd be all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope y'all have a wonderful weekend. Okay?

Speaker speaker_2: All right. Thank you. You, too.

Speaker speaker_1: Thank you. Bye-bye.