

Transcript: Justin

Mills-6287553770209280-6517212357246976

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hey, Justin. Uh, my name is Wayne Baker. I want to cancel my insurance. Okay. What's the staffing agency you work for? Mega Force. And the last four of your social? Uh, 4081. And for security purposes, could you verify your home address, including city, state and zip code when- Uh, 4283 Anderson Avenue, Apartment A, Farmville, North Carolina. And your date of birth? Uh, 18, 1994. And a good telephone number have is 252-590-1785. Yes. And the email I have is waynebaker12@icloud... Um, it's, it's, it's a different one. What's a good email for you? Uh, waynebaker719@gmail.com. Hmm. Okay. Let's see here. So looking at the file, it looks like it was a pending request sent for enrollment, so I'll go ahead and cancel that for you. Yeah. However, I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off, but after that, you will be officially canceled, okay? Okay. And how much, how will that deduction will come off? I- if you don't mind, this we pay check or... Um, should be, um, either the... It should be on this paycheck because it looks like you were going to become active as of Monday, the 5th. Yeah, yeah. Uh-huh. That's all. Yes, because I already got paid today, and they already took this money out my, took money out. Okay. So that was- My first Yeah. So that deduction was \$18.29. Yeah. They, they already took that out. Okay. Um, so like I said, uh, since it was that pending request, that will be that one final deduction that does come off, but after that, you will be having no more deductions. Okay? Okay. Thank you. You're welcome. You have a great d- w- weekend, okay? Mm-hmm. Okay. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hey, Justin. Uh, my name is Wayne Baker. I want to cancel my insurance.

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

Speaker speaker_1: Mega Force.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 4081.

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

Speaker speaker_1: Uh, 4283 Anderson Avenue, Apartment A, Farmville, North Carolina.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Uh, 18, 1994.

Speaker speaker_0: And a good telephone number have is 252-590-1785.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is waynebakery12@icloud...

Speaker speaker_1: Um, it's, it's, it's a different one.

Speaker speaker_0: What's a good email for you?

Speaker speaker_1: Uh, waynebaker719@gmail.com.

Speaker speaker_0: Hmm. Okay. Let's see here. So looking at the file, it looks like it was a pending request sent for enrollment, so I'll go ahead and cancel that for you.

Speaker speaker_1: Yeah.

Speaker speaker_0: However, I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off, but after that, you will be officially canceled, okay?

Speaker speaker_1: Okay. And how much, how will that deduction will come off? I- if you don't mind, this we pay check or...

Speaker speaker_0: Um, should be, um, either the... It should be on this paycheck because it looks like you were going to become active as of Monday, the 5th.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: That's all. Yes, because I already got paid today, and they already took this money out my, took money out.

Speaker speaker_0: Okay. So that was-

Speaker speaker_1: My first

Speaker speaker_2: Yeah. So that deduction was \$18.29.

Speaker speaker_1: Yeah. They, they already took that out.

Speaker speaker_0: Okay. Um, so like I said, uh, since it was that pending request, that will be that one final deduction that does come off, but after that, you will be having no more deductions. Okay?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. You have a great d- w- w- weekend, okay?

Speaker speaker_1: Mm-hmm. Okay.

Speaker speaker_0: All right. Bye-bye.