

Transcript: Justin

Mills-6324718938832896-4703111287881728

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, I was trying to cancel my insurance. Okay. What's the staffing agency you work for? Crown Staffing. Is that Crown Sta-Staffing? Mm-hmm. And what's the last four of your social? Four-two-five-seven. And your first and last names? I'm Mia Hester. And for security purposes, could you verify the home address, including city, state and zip code, Ms. Hester? 1161 Mason Drive, Clarkswood, Tennessee. And is that the zip code? Correct. 37042. And confirm your date of birth. 05/03/2006. And a good telephone number you have is 931-218-5690. Mm-hmm. And the email have as mia.edit at gmail? Mm-hmm. Okay. So I'll go ahead and cancel the coverage 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 reductions, but after that you should be officially canceled. Okay? Okay. Okay. Is there anything else I could help you out with today? No, that was all. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, okay? Thank you. You too. Bye. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, I was trying to cancel my insurance.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: Crown Staffing.

Speaker speaker_1: Is that Crown Sta- Staffing?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And what's the last four of your social?

Speaker speaker_2: Four-two-five-seven.

Speaker speaker_1: And your first and last names?

Speaker speaker_2: I'm Mia Hester.

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

Speaker speaker_2: 1161 Mason Drive, Clarkswood, Tennessee. And is that the zip code?

Speaker speaker_1: Correct.

Speaker speaker_2: 37042.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 05/03/2006.

Speaker speaker_1: And a good telephone number you have is 931-218-5690.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the email have as mia.edit at gmail?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So I'll go ahead and cancel the coverage 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 reductions, but after that you should be officially canceled. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I could help you out with today?

Speaker speaker_2: No, that was all.

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: Thank you. You too. Bye.

Speaker speaker_1: Thank you. Bye-bye.