

Transcript: Justin

Mills-6594569971384320-5149522923044864

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? Yeah, I was calling to cancel the surge insurance. Okay. So surge staffing, what's the last four of your social? Um, 7864. And your first and last name? Mark Neff. And for security purposes, could you verify the home address, including city, state and zip code, Mr. Neff? Uh, 718 Pine Street, Stockton, Ohio. And zip code? Uh, 43812. And confirm your date of birth? Uh, 8/10/69. And your telephone number I have is 740-622-4945. Right. And the email I have is mneff1529 at gmail? Right. Okay. So I'll go ahead and cancel the coverage for you. However, I do want to let you know, it looks like you were in a pending request sent for enrollment. Okay. So there will be one deduction that does come off. Yeah. But after that deduction, you won't be experiencing any more deductions. Yeah. I think it just came off. That's why I was like, I don't what that is. Now I remember it. I was supposed to call back and cancel. It was 15 something. Yes, sir. So they did take that deduction. But I'll go ahead and cancel it, um, so you won't be experiencing any more deductions from here on out. Okay? All right. Thank you. You're welcome. You have a great weekend, okay? All right. You too. Bye bye. All right. 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: Yeah, I was calling to cancel the surge insurance.

Speaker speaker_1: Okay. So surge staffing, what's the last four of your social?

Speaker speaker_2: Um, 7864.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Mark Neff.

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

Speaker speaker_2: Uh, 718 Pine Street, Stockton, Ohio.

Speaker speaker_1: And zip code?

Speaker speaker_2: Uh, 43812.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: Uh, 8/10/69.

Speaker speaker_1: And your telephone number I have is 740-622-4945.

Speaker speaker_2: Right.

Speaker speaker_1: And the email I have is mneff1529 at gmail?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So I'll go ahead and cancel the coverage for you. However, I do want to let you know, it looks like you were in a pending request sent for enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: So there will be one deduction that does come off.

Speaker speaker_2: Yeah.

Speaker speaker_1: But after that deduction, you won't be experiencing any more deductions.

Speaker speaker_2: Yeah. I think it just came off. That's why I was like, I don't what that is. Now I remember it. I was supposed to call back and cancel. It was 15 something.

Speaker speaker_1: Yes, sir. So they did take that deduction. But I'll go ahead and cancel it, um, so you won't be experiencing any more deductions from here on out. Okay?

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. You have a great weekend, okay?

Speaker speaker_2: All right. You too. Bye bye.

Speaker speaker_1: All right. Bye bye.