

Transcript: Justin

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Full Transcript

Thank you for calling Benefits On A Card, this is Justin. How can I help you today? Hey, it's, I need to cancel my insurance through y'all. Okay. What's the staffing agency you work for? Yeah, uh, Surge. And the last four of your social? It's 3776. And your first and last name? Jason Cook. Let's see here. And I'm... Am I speaking with Jason? Yes. Okay. And for security purposes, could you verify your home address, including city, state and zip code? 3510 Emerson Court, Parkersburg, West Virginia, 26104. And confirm your date of birth. It's 01/07/'85. And a good telephone number I have is 491-5015... 12? Yes. And the email I have is jcookwv088@gmail? That does... Is that a good email? Yes, that's a good email. Sorry. 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. Okay. So it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Jason? Okay. Just curious, how much was being taken out of my payroll for that? \$27.79. All right. Thank you very much. You're welcome. You have a great day. You too. 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, it's, I need to cancel my insurance through y'all.

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

Speaker speaker_1: Yeah, uh, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: It's 3776.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Jason Cook.

Speaker speaker_0: Let's see here. And I'm... Am I speaking with Jason?

Speaker speaker_1: Yes.

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

Speaker speaker_1: 3510 Emerson Court, Parkersburg, West Virginia, 26104.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: It's 01/07/85.

Speaker speaker_0: And a good telephone number I have is 491-5015... 12?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is jcookwv088@gmail? That does... Is that a good email?

Speaker speaker_1: Yes, that's a good email. Sorry.

Speaker speaker_0: 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.

Speaker speaker_1: Okay.

Speaker speaker_0: So it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Jason?

Speaker speaker_1: Okay. Just curious, how much was being taken out of my payroll for that?

Speaker speaker_0: \$27.79.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: You're welcome. You have a great day.

Speaker speaker_1: You too. Bye-bye.