

Transcript: Justin

Mills-6706718301437952-6207448435605504

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? Hi. My name's Isabel Villanueva. I was calling because I need to cancel my Benefits in a Card. Okay. What is the staffing agency you work for? Uh, Surge Staffing. And the last four of your social? 7936. And what was your first and last name again? I'm sorry. Isabel Villanueva. Do you need the second last name or is it okay with just the first one? I have you pulled up here, and for security purposes, can you verify the home address, including city, state and zip code as well? 629 Mountain View Drive, Apartment E, Culpeper, Virginia 22701. And confirm your date of birth? June 18, 1974. And a good telephone number have as 703-582-4040. That is correct. And the email I have is ISVillanueva0618@gmail? Correct. Okay. Um, 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. Mm-hmm. So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Isabel? Okay. Sounds good. Thank you so much. You're welcome. You have a great day, okay? You too. Mm-hmm. 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: Hi. My name's Isabel Villanueva. I was calling because I need to cancel my Benefits in a Card.

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

Speaker speaker_2: Uh, Surge Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7936.

Speaker speaker_1: And what was your first and last name again? I'm sorry.

Speaker speaker_2: Isabel Villanueva. Do you need the second last name or is it okay with just the first one?

Speaker speaker_1: I have you pulled up here, and for security purposes, can you verify the home address, including city, state and zip code as well?

Speaker speaker_2: 629 Mountain View Drive, Apartment E, Culpeper, Virginia 22701.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: June 18, 1974.

Speaker speaker_1: And a good telephone number have as 703-582-4040.

Speaker speaker_2: That is correct.

Speaker speaker_1: And the email I have is ISVillanueva0618@gmail?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. Um, 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_2: Mm-hmm.

Speaker speaker_1: So it is possible for you to experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Isabel?

Speaker speaker_2: Okay. Sounds good. Thank you so much.

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

Speaker speaker_2: You too. Mm-hmm. Bye.

Speaker speaker_1: All right. Bye-bye.