

Transcript: Justin

Mills-6741435597406208-5122554244055040

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hi. Um, my name is Tiffany McGeorge. Uh, I was calling to cancel my, my insurance that I have for the, the 90-degree benefits. Um, I have it through my work- What's the staffing agency you work for? ... but... I'm sorry? What's the staffing agency you work for? Uh, Surge Staffing. And the last four of your Social? 7276. And what was your first and last name again? Tiffany McGeorge. And for security purposes, can you verify the home address, including city, state and zip code, Tiffany? Uh, 1950 Princeton Street, and that's Parkersburg, West Virginia, 26101. And your date of birth? December 2nd, 1991. And a good telephone number you have is 304-483-1221? Yes. And the email address is mcgeorge2021 at Gmail? Um, Mc... Y- yeah. 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. So it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay, Tiffany? All right. Thank you very much. You're welcome. You have a great day, okay? You too. Thank you. 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 and Occur. This is Justin. How can I help you today?

Speaker speaker_2: Hi. Um, my name is Tiffany McGeorge. Uh, I was calling to cancel my, my insurance that I have for the, the 90-degree benefits. Um, I have it through my work-

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

Speaker speaker_2: ... but... I'm sorry?

Speaker speaker_1: What's 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: 7276.

Speaker speaker_1: And what was your first and last name again?

Speaker speaker_2: Tiffany McGeorge.

Speaker speaker_1: And for security purposes, can you verify the home address, including city, state and zip code, Tiffany?

Speaker speaker_2: Uh, 1950 Princeton Street, and that's Parkersburg, West Virginia, 26101.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: December 2nd, 1991.

Speaker speaker_1: And a good telephone number you have is 304-483-1221?

Speaker speaker_2: Yes.

Speaker speaker_1: And the email address is mcgeorge2021 at Gmail?

Speaker speaker_2: Um, Mc... Y- yeah.

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

Speaker speaker_2: All right. Thank you very much.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: All right. Bye-bye.