

Transcript: VICTORIA

Taylor-4940859721957376-5243433155084288

Full Transcript

Thank you for calling Benefits on a Card, this is ... how can I help you? Hello, my name is Diego Prieto. I would like to, uh, cancel my insurance. I was wondering if I could do it with you guys. Okay. What's the name of the agency you work for? Uh, Versella. And the last four of your Social? 6122. Okay. And, uh, your first and last name again? Diego Prieto. Do you mind verifying your address and date of birth? Yeah. It's gonna be 4041 Sweet Surrender Court, um, 89032, uh, North Las Vegas, Nevada and, what was the other thing? Oh, date of birth is 12/9/95. And then phone number 530-799-0636? That's correct. And email is first and last name 7313. Yep. Okay. Are you wanting to cancel everything that you're enrolled into? Please, yes. All right. So, cancellations typically take about one to two weeks to be processed through your payroll department, so you may see- Okay. ... one, uh, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. Thank you very much. You're welcome. Do you need help with anything else? No, that's all. All righty. You have a wonderful day. You as well. Bye-bye. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card, this is ... how can I help you?

Speaker speaker_1: Hello, my name is Diego Prieto. I would like to, uh, cancel my insurance. I was wondering if I could do it with you guys.

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

Speaker speaker_1: Uh, Versella.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 6122.

Speaker speaker_0: Okay. And, uh, your first and last name again?

Speaker speaker_1: Diego Prieto.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah. It's gonna be 4041 Sweet Surrender Court, um, 89032, uh, North Las Vegas, Nevada and, what was the other thing? Oh, date of birth is 12/9/95.

Speaker speaker_0: And then phone number 530-799-0636?

Speaker speaker_1: That's correct.

Speaker speaker_0: And email is first and last name 7313.

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. Are you wanting to cancel everything that you're enrolled into?

Speaker speaker_1: Please, yes.

Speaker speaker_0: All right. So, cancellations typically take about one to two weeks to be processed through your payroll department, so you may see-

Speaker speaker_1: Okay.

Speaker speaker_0: ... one, uh, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_0: You're welcome. Do you need help with anything else?

Speaker speaker_1: No, that's all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Okay.