

Transcript: VICTORIA

Taylor-5873840051372032-6313540415307776

Full Transcript

Thank you for calling Benefits in a Card, this is Victoria. How can I help you? Yeah, I was talking to my insurance earlier. Yeah. I'm sorry, I'm having a hard time hearing you. I want to cancel my insurance. Okay. What's the name of the agency you work for? Uh, ... And the last four of your Social? Three, four, three, six. Eight, four, three, six? Three, four, three, six. Okay. I'm sorry, it's, I'm having a hard time hearing you. Did you say three, four, three, six? Yes. Okay. What is your first and last name? Kenneth Smith. Okay. Did you say first name was Kenneth, last name is Smith? Yes. Okay. And if you'll verify your address and date of birth. Uh, 101 Rogers Road, ... Alabama 35768. 11/20/82. And then phone number is 256-966-6395? Yes. And then email is gonna be, uh, smithkamilah4@gmail.com? Yes. Okay. And, I'm sorry, what did you need help with again? Cancel on my medical insurance. You're wanting to cancel? Yes. Okay. Um, so just keep in mind cancellations are not immediate. It does take about one to two weeks for the cancellation to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Okay. Did you need help with anything else? No, ma'am. All righty. You're all set. You have a wonderful day. Thank you. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card, this is Victoria. How can I help you?

Speaker speaker_1: Yeah, I was talking to my insurance earlier. Yeah.

Speaker speaker_0: I'm sorry, I'm having a hard time hearing you.

Speaker speaker_1: I want to cancel my insurance.

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

Speaker speaker_1: Uh, ...

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: Three, four, three, six.

Speaker speaker_0: Eight, four, three, six?

Speaker speaker_1: Three, four, three, six.

Speaker speaker_0: Okay. I'm sorry, it's, I'm having a hard time hearing you. Did you say three, four, three, six?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What is your first and last name?

Speaker speaker_1: Kenneth Smith.

Speaker speaker_0: Okay. Did you say first name was Kenneth, last name is Smith?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And if you'll verify your address and date of birth.

Speaker speaker_1: Uh, 101 Rogers Road, ... Alabama 35768. 11/20/82.

Speaker speaker_0: And then phone number is 256-966-6395?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be, uh, smithkamilah4@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And, I'm sorry, what did you need help with again?

Speaker speaker_1: Cancel on my medical insurance.

Speaker speaker_0: You're wanting to cancel?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so just keep in mind cancellations are not immediate. It does take about one to two weeks for the cancellation to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All righty. You're all set. You have a wonderful day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Thank you. Bye-bye.