

Transcript: VICTORIA

Taylor-6103171962814464-6073550278017024

Full Transcript

Thank you for calling Benefits in a Car. This is Victoria. How can I help you? Hi. Um, my name is Jack Dottie. I have an account, um, but I am going to be switching to, uh, Open Marketplace, so I wanted to cancel my account. Okay. What's the name of the agency that you work for? Uh, Creative Circle. And the last four of your Social? 4190. All right. Do you mind verifying your address and date of birth? 6168 Ostrom Road, Helving, Michigan, 48809 and April 11th, 1996. All right. Phone number is 616-343-9477. That's correct. Okay. And email is gonna be jack.b.dottie@gmail.com? Correct. Okay. And you're wanting to cancel everything you're enrolled into? That's correct. Okay. So cancellations typically take about one to two weeks to be processed through your payroll department. Okay. So you may see one to two more payroll deductions. If you do, the coverage will be provided, of course, until cancellation... uh, until the cancellation has been processed through payroll. Okay. Sounds good. Was there anything else you might need help with? Nope. No more. All right. You have a wonderful day. You too. Thanks. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Victoria. How can I help you?

Speaker speaker_1: Hi. Um, my name is Jack Dottie. I have an account, um, but I am going to be switching to, uh, Open Marketplace, so I wanted to cancel my account.

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

Speaker speaker_1: Uh, Creative Circle.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4190.

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

Speaker speaker_1: 6168 Ostrom Road, Helving, Michigan, 48809 and April 11th, 1996.

Speaker speaker_0: All right. Phone number is 616-343-9477.

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. And email is gonna be jack.b.dottie@gmail.com?

Speaker speaker_1: Correct.

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

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay. So cancellations typically take about one to two weeks to be processed through your payroll department.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may see one to two more payroll deductions. If you do, the coverage will be provided, of course, until cancellation... uh, until the cancellation has been processed through payroll.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Was there anything else you might need help with?

Speaker speaker_1: Nope. No more.

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

Speaker speaker_1: You too. Thanks.

Speaker speaker_0: Thank you. Bye-bye.