

## **Transcript: Chris Sofield (deactivated)-5117625178308608-6246850614575104**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? I was wondering to cancel my insurance. Okay. What staffing company do you work with? Integrity. And the last four of your Social? 0556. Your first and last name? Deshaun Washington. Thank you. Mr. Washington, could you verify your address and your date of birth for me? 01042... 2003, 251 Butternut Drive. And the rest of it? I need the city, state and zip as well. Um, Bolingbrook, Illinois. And the ZIP code, sir? 60440. Thank you. Now, I have a phone number on file for you at 331-301-7831. Is that correct? Yes, sir. Okay. And so it looks like you're enrolled in the medical, dental and the free RX prescription program, was there any of this that you wanted to keep or were you looking to cancel everything? Just cancel everything. Got it. Cancellation will take one to two weeks to fully process. It's got to go back through Integrity's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. All right. Anything else? No, sir. All right. If that's everything, thanks again for calling and have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_1: I was wondering to cancel my insurance.

Speaker speaker\_0: Okay. What staffing company do you work with?

Speaker speaker\_1: Integrity.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 0556.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Deshaun Washington.

Speaker speaker\_0: Thank you. Mr. Washington, could you verify your address and your date of birth for me?

Speaker speaker\_1: 01042... 2003, 251 Butternut Drive.

Speaker speaker\_0: And the rest of it? I need the city, state and zip as well.

Speaker speaker\_1: Um, Bolingbrook, Illinois.

Speaker speaker\_0: And the ZIP code, sir?

Speaker speaker\_1: 60440.

Speaker speaker\_0: Thank you. Now, I have a phone number on file for you at 331-301-7831. Is that correct?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. And so it looks like you're enrolled in the medical, dental and the free RX prescription program, was there any of this that you wanted to keep or were you looking to cancel everything?

Speaker speaker\_1: Just cancel everything.

Speaker speaker\_0: Got it. Cancellation will take one to two weeks to fully process. It's got to go back through Integrity's payroll teams. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most.

Speaker speaker\_1: All right.

Speaker speaker\_0: Anything else?

Speaker speaker\_1: No, sir.

Speaker speaker\_0: All right. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_1: You too.