

## **Transcript: Estefania**

**Acevedo-5907986224955392-4733430546219008**

### **Full Transcript**

Hey, Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Jasmine Cowell. I was just wondering if I could discontinue my insurance with you guys. Yes. What staffing agency are you with? Crown. And then, what are the last four of your Social? 95119. Okay, thank you. You said 9519, right? Yes, ma'am. And your first and last name? Jasmine Cowell. J-A-S-M-I-N-E Cowell. C-O-W-E-L-L. Okay. And then can you please verify your address and date of birth? Yes, ma'am. Date of birth 11/17/03, address 507 Jefferson Road, Clinton. Okay. And then I have 270-484-6470 as your phone number? Yes, ma'am. And your email, jasminecowell03@gmail.com. Um, you said that you wanted to cancel your coverage, correct? Yes, ma'am. Okay. I do have to let you know that it does take seven to ten business days for the cancellations to process. So, due to that, there is a possibility that they may do one or two deductions after the cancellation. Um, but I'm gonna go ahead and check that. If you do see two for some reason, it shouldn't be more than two. So hopefully it's only one. Okay. Okay? But it's canceled. All right, thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

Speaker speaker\_0: Hey, Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name is Jasmine Cowell. I was just wondering if I could discontinue my insurance with you guys.

Speaker speaker\_0: Yes. What staffing agency are you with?

Speaker speaker\_1: Crown.

Speaker speaker\_0: And then, what are the last four of your Social?

Speaker speaker\_1: 95119.

Speaker speaker\_0: Okay, thank you. You said 9519, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Jasmine Cowell. J-A-S-M-I-N-E Cowell. C-O-W-E-L-L.

Speaker speaker\_0: Okay. And then can you please verify your address and date of birth?

Speaker speaker\_1: Yes, ma'am. Date of birth 11/17/03, address 507 Jefferson Road, Clinton.

Speaker speaker\_0: Okay. And then I have 270-484-6470 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your email, jasminecowell03@gmail.com. Um, you said that you wanted to cancel your coverage, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I do have to let you know that it does take seven to ten business days for the cancellations to process. So, due to that, there is a possibility that they may do one or two deductions after the cancellation. Um, but I'm gonna go ahead and check that. If you do see two for some reason, it shouldn't be more than two. So hopefully it's only one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? But it's canceled.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You too.