

## **Transcript: Estefania**

**Acevedo-6112006059376640-6169269650374656**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Uh, yes. Um, I'm going to... I thought I had opted out, uh, for these benefits and then I just noticed it's the second time they took it out. So, I would like to opt out please. Okay, yeah, I can help you. Who do you, um, work with? Uh, American Staff Corpse. And then what are the last four of your social? 1685. I'm sorry, you said 60 or 16? 16, 1-6-8-5, uh-huh. Okay, thank you. And then, um- Yeah. ... is it Soto? Yes, Elisa Soto. Okay, thank you. For security purposes, I do need you to verify your address and your date of birth. Uh, 16517 East Marshall Street, Tulsa, Oklahoma. Uh, date of birth, 06/22/71. Okay, thank you. And then is this a good phone number to reach you at? Yes. The 918-955-1071. Yes. And then I have your last name period first name41@gmail.com. Is that up-to-date? Yes. Okay. And then, um, I'm gonna go ahead and cancel it, but I do wanna let you know that it does take seven to 10 business days for the cancellations or changes to process. Okay. So there's a possibility that you may see one or two deductions due. Okay. But it shouldn't be more than two. Um... Okay. And then I went ahead and canceled. Actually... Okay. One second. Hang on something there. Okay. Yeah, I went ahead and canceled your coverage. Okay. Okay, thank you, appreciate it. You're welcome. Have a nice day. Okay. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker\_1: Uh, yes. Um, I'm going to... I thought I had opted out, uh, for these benefits and then I just noticed it's the second time they took it out. So, I would like to opt out please.

Speaker speaker\_0: Okay, yeah, I can help you. Who do you, um, work with?

Speaker speaker\_1: Uh, American Staff Corpse.

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

Speaker speaker\_1: 1685.

Speaker speaker\_0: I'm sorry, you said 60 or 16?

Speaker speaker\_1: 16, 1-6-8-5, uh-huh.

Speaker speaker\_0: Okay, thank you. And then, um-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... is it Soto?

Speaker speaker\_1: Yes, Elisa Soto.

Speaker speaker\_0: Okay, thank you. For security purposes, I do need you to verify your address and your date of birth.

Speaker speaker\_1: Uh, 16517 East Marshall Street, Tulsa, Oklahoma. Uh, date of birth, 06/22/71.

Speaker speaker\_0: Okay, thank you. And then is this a good phone number to reach you at?

Speaker speaker\_1: Yes.

Speaker speaker\_0: The 918-955-1071.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then I have your last name period first name41@gmail.com. Is that up-to-date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then, um, I'm gonna go ahead and cancel it, but I do wanna let you know that it does take seven to 10 business days for the cancellations or changes to process.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So there's a possibility that you may see one or two deductions due.

Speaker speaker\_1: Okay.

Speaker speaker\_0: But it shouldn't be more than two. Um...

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then I went ahead and canceled. Actually...

Speaker speaker\_1: Okay.

Speaker speaker\_0: One second. Hang on something there. Okay. Yeah, I went ahead and canceled your coverage.

Speaker speaker\_1: Okay. Okay, thank you, appreciate it.

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

Speaker speaker\_1: Okay. You too. Bye-bye.

Speaker speaker\_0: Bye.