

## **Transcript: Estefania**

**Acevedo-6420646684311552-5760769351794688**

### **Full Transcript**

Hold up, I'm getting a call. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. My name is Whitney, and I'm calling, um, to make some changes to my plan, if that's all right. Okay. Yeah. Yes, ma'am. Uh, what staff and agency do you work for? The Resource. Okay. Thank you. And then what is the last four of your Social? Uh, 9816. All right. For security purposes, could you verify your address and date of birth? Uh, 5111 Morrell Road, Winston-Salem, North Carolina, 27105 and 12/25/1979. Okay. 919-270-5253 your phone number? Yes, ma'am. Okay. And then I have carolina, your first name, @gmail.com? That's correct. All right, so what changes did you want to make? It looks like you currently have dental, critical illness, your VIP plan, which is your medical plan, and the MUC 10LRF, which is your preventative plan. What were you trying to change your add? Um, I would like to keep the dental and the critical, and take the rest off. I was able to get onto my husband's insurance, so. Okay. Yeah, that's fine. Um. All right. So for dental and critical illness, that's a new weekly deduction of just \$5.71. Do you allow me to make these changes? Absolutely. Okay. I did like to let you know that it does take seven to 10 business days for the cancellations to process. Great. So there, so there is a possibility- That's no, no problem. ... that you may still experience one or two deductions. Um, but hopefully it's only one, but there is a possibility that it may be two. Okay? No, I, I completely understand. It's the last day of the period to make any changes, so no worries at all. All right. Well, that has been done. Did you have any other questions? All right. Nope, I think that's it. All right. Have a nice day. Thank you as well. Enjoy your weekend. Thank you.

### **Conversation Format**

Speaker speaker\_0: Hold up, I'm getting a call. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey, Stephanie. My name is Whitney, and I'm calling, um, to make some changes to my plan, if that's all right.

Speaker speaker\_0: Okay. Yeah. Yes, ma'am. Uh, what staff and agency do you work for?

Speaker speaker\_1: The Resource.

Speaker speaker\_0: Okay. Thank you. And then what is the last four of your Social?

Speaker speaker\_1: Uh, 9816.

Speaker speaker\_0: All right. For security purposes, could you verify your address and date of birth?

Speaker speaker\_1: Uh, 5111 Morrell Road, Winston-Salem, North Carolina, 27105 and 12/25/1979.

Speaker speaker\_0: Okay. 919-270-5253 your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then I have carolina, your first name, @gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right, so what changes did you want to make? It looks like you currently have dental, critical illness, your VIP plan, which is your medical plan, and the MUC 10LRF, which is your preventative plan. What were you trying to change your add?

Speaker speaker\_1: Um, I would like to keep the dental and the critical, and take the rest off. I was able to get onto my husband's insurance, so.

Speaker speaker\_0: Okay. Yeah, that's fine.

Speaker speaker\_1: Um.

Speaker speaker\_0: All right. So for dental and critical illness, that's a new weekly deduction of just \$5.71. Do you allow me to make these changes?

Speaker speaker\_1: Absolutely.

Speaker speaker\_0: Okay. I did like to let you know that it does take seven to 10 business days for the cancellations to process.

Speaker speaker\_1: Great.

Speaker speaker\_0: So there, so there is a possibility-

Speaker speaker\_1: That's no, no problem.

Speaker speaker\_0: ... that you may still experience one or two deductions. Um, but hopefully it's only one, but there is a possibility that it may be two. Okay?

Speaker speaker\_1: No, I, I completely understand. It's the last day of the period to make any changes, so no worries at all.

Speaker speaker\_0: All right. Well, that has been done. Did you have any other questions?

Speaker speaker\_1: All right. Nope, I think that's it.

Speaker speaker\_0: All right. Have a nice day.

Speaker speaker\_1: Thank you as well. Enjoy your weekend.

Speaker speaker\_0: Thank you.