

## **Transcript: Estefania**

**Acevedo-6637338213007360-5314343888535552**

### **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? Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hello, Stephanie. Um, I work for, um, uh, Integrity Staffing and, uh, I was told by my recruiter to call the insurance company because I was trying to cancel the, uh, the benefits that, uh, that's on my, uh, check. Okay. Yeah. I can help you with that. Um, can I put you in a brief hold real quick- Sure. ... while, um, I get them writing a note real quick? Give me one second. I'll be right back. Okay. Okay. Sorry for your hold, sir. Um, you said you wanted to cancel your coverage? Yes, ma'am. Okay. And then, what are the last four of that Social? You said that you're with Innovation. Yeah. It's 9279. It's Integrity Staffing. Okay. 9279. Okay. Thank you. And then your first and last name, please. Yes. Uh, Xavier, X-A-V-I-E-R, Wallace, W-A-L-L-A-C-E. Okay. And then for security purposes, could you verify your address and your date of birth? Um, 7612 Dale Drive should be the address. Um, 8/11/1993 is gonna be the... Okay. Um, so I have a different address. Did you recently move? Um, no. I, uh, I, I use... That's my, uh, that's my mom's address. Uh, um- If you don't remember it, you could always verify the full Social. But I would either need the- Okay. ... address or your full Social. Okay, I can verify with the Social. Okay. Um- Great. ... 226- Mm-hmm. ... 69. And then, uh, 9279. Okay. Thank you. And then, what's that new address? Would you like me to update it- Um. ... or leave it how it is? No. Yeah. Uh, I just probably will have to look and see, 'cause some... Uh, I used my mom's address, I thought I did, but, uh, I could have used the, uh, apartment address. It was like 1701 Hills Green Boulevard. That could be it. Okay. So you just want me to leave your mom's address on there? Yeah. Okay. That's fine. And then I have 812-946-9407 as your phone number and your middle name- Yeah, Marquis. ... nhi24@gmail.com? Yeah, Marquis24. Okay. And then, um, due to the fact that the call is being recorded, you stated you wanted to cancel your coverage. Is that correct? Yes. Okay. And then I do have to let you know that it does take seven to 10 days for the cancellations to process, so there's a possibility that you may still experience one or two deductions, but it should pass too. Okay. Okay? Um, but I went ahead and canceled that, so your coverage has been canceled. Okay. I appreciate it. You're welcome. Did you have any more questions? No, ma'am. No? Okay. Have a nice day. You too.

### **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? Thank

you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hello, Stephanie. Um, I work for, um, uh, Integrity Staffing and, uh, I was told by my recruiter to call the insurance company because I was trying to cancel the, uh, the benefits that, uh, that's on my, uh, check.

Speaker speaker\_0: Okay. Yeah. I can help you with that. Um, can I put you in a brief hold real quick-

Speaker speaker\_1: Sure.

Speaker speaker\_0: ... while, um, I get them writing a note real quick? Give me one second. I'll be right back.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Sorry for your hold, sir. Um, you said you wanted to cancel your coverage?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then, what are the last four of that Social? You said that you're with Innovation.

Speaker speaker\_1: Yeah. It's 9279. It's Integrity Staffing.

Speaker speaker\_0: Okay.

Speaker speaker\_1: 9279.

Speaker speaker\_0: Okay. Thank you. And then your first and last name, please.

Speaker speaker\_1: Yes. Uh, Xavier, X-A-V-I-E-R, Wallace, W-A-L-L-A-C-E.

Speaker speaker\_0: Okay. And then for security purposes, could you verify your address and your date of birth?

Speaker speaker\_1: Um, 7612 Dale Drive should be the address. Um, 8/11/1993 is gonna be the...

Speaker speaker\_0: Okay. Um, so I have a different address. Did you recently move?

Speaker speaker\_1: Um, no. I, uh, I, I use... That's my, uh, that's my mom's address. Uh, um-

Speaker speaker\_0: If you don't remember it, you could always verify the full Social. But I would either need the-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... address or your full Social.

Speaker speaker\_1: Okay, I can verify with the Social.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Um-

Speaker speaker\_0: Great.

Speaker speaker\_1: ... 226-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... 69. And then, uh, 9279.

Speaker speaker\_0: Okay. Thank you. And then, what's that new address? Would you like me to update it-

Speaker speaker\_1: Um.

Speaker speaker\_0: ... or leave it how it is?

Speaker speaker\_1: No. Yeah. Uh, I just probably will have to look and see, 'cause some... Uh, I used my mom's address, I thought I did, but, uh, I could have used the, uh, apartment address. It was like 1701 Hills Green Boulevard. That could be it.

Speaker speaker\_0: Okay. So you just want me to leave your mom's address on there?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. That's fine. And then I have 812-946-9407 as your phone number and your middle name-

Speaker speaker\_1: Yeah, Marquis.

Speaker speaker\_0: ... nhi24@gmail.com?

Speaker speaker\_1: Yeah, Marquis24.

Speaker speaker\_0: Okay. And then, um, due to the fact that the call is being recorded, you stated you wanted to cancel your coverage. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And then I do have to let you know that it does take seven to 10 days for the cancellations to process, so there's a possibility that you may still experience one or two deductions, but it should pass too.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay? Um, but I went ahead and canceled that, so your coverage has been canceled.

Speaker speaker\_1: Okay. I appreciate it.

Speaker speaker\_0: You're welcome. Did you have any more questions?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: No? Okay. Have a nice day.

Speaker speaker\_1: You too.