

## Transcript: Justin

**Mills-4555697491492864-5152471285448704**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accard. This is Justin. How can I help you today? Hi, uh, I call you today, I call for my dad to, uh, cancel the medical insurance. Okay, what's the staffing agency he works for? The company ASL. Okay, so Terra Staffing? Yeah. And the last four of his social? The social for my dad? Correct. Okay, let me see. 911, what is the... Hmm. 470930851. And is he nearby so I can speak with him? Oh, he cannot speak English, you know, so that's why it's better to speak with you. Okay, um, well, I would need to hear him s- um, authorize for him, for you to speak on his behalf. I'm s- Do you mind asking him that? If he's nearby? Let me just come to the table. Oh, he's with me, so... You need told him behind me, or? Um, so yes, I would still need to speak with him, just to ask him if it's okay for you to speak on his behalf. Oh, he here. I wake you up. From a slumber in there. Hey. Hi, hi. Hi. Hey, do you authorize for her to speak on your behalf? Mm-hmm. Uh-huh. Say huh, so. Okay, so is that a yes? Yes. He- Okay. Yes. Okay. Um, could you verify his home address, including city, state and zip code for me real quick? 10823 Southeast 226th Street, Kane, Washington, 98031. And his date of birth? Uh, December 1st, 1972. And a good telephone number I have for him is 206-902-0398? Yes, correct. And the email I have was his first name, 99, last name, @gmail? Yeah. Okay. And just to confirm, he wanted to cancel the coverage, correct? Yeah. Okay, so I'll go ahead and cancel the coverage for him. However, I do wanna let you h- you know that cancellations do take one to two weeks to go through, so it is possible for him to experience one or two more final payroll reductions, but after that he should be officially canceled, okay? Okay, thank you so much. You're welcome. Y'all have a great day, okay? Okay, bye-bye. All right, bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Accard. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, uh, I call you today, I call for my dad to, uh, cancel the medical insurance.

Speaker speaker\_1: Okay, what's the staffing agency he works for?

Speaker speaker\_2: The company ASL.

Speaker speaker\_1: Okay, so Terra Staffing?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the last four of his social?

Speaker speaker\_2: The social for my dad?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay, let me see. 911, what is the... Hmm. 470930851.

Speaker speaker\_1: And is he nearby so I can speak with him?

Speaker speaker\_2: Oh, he cannot speak English, you know, so that's why it's better to speak with you.

Speaker speaker\_1: Okay, um, well, I would need to hear him s- um, authorize for him, for you to speak on his behalf. I'm s- Do you mind asking him that? If he's nearby?

Speaker speaker\_2: Let me just come to the table. Oh, he's with me, so... You need told him behind me, or?

Speaker speaker\_1: Um, so yes, I would still need to speak with him, just to ask him if it's okay for you to speak on his behalf.

Speaker speaker\_2: Oh, he here. I wake you up. From a slumber in there.

Speaker speaker\_1: Hey.

Speaker speaker\_2: Hi, hi.

Speaker speaker\_3: Hi.

Speaker speaker\_1: Hey, do you authorize for her to speak on your behalf?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_3: Uh-huh. Say huh, so.

Speaker speaker\_1: Okay, so is that a yes?

Speaker speaker\_2: Yes. He-

Speaker speaker\_3: Okay. Yes.

Speaker speaker\_1: Okay. Um, could you verify his home address, including city, state and zip code for me real quick?

Speaker speaker\_2: 10823 Southeast 226th Street, Kane, Washington, 98031.

Speaker speaker\_1: And his date of birth?

Speaker speaker\_2: Uh, December 1st, 1972.

Speaker speaker\_1: And a good telephone number I have for him is 206-902-0398?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: And the email I have was his first name, 99, last name, @gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And just to confirm, he wanted to cancel the coverage, correct?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, so I'll go ahead and cancel the coverage for him. However, I do wanna let you h- you know that cancellations do take one to two weeks to go through, so it is possible for him to experience one or two more final payroll reductions, but after that he should be officially canceled, okay?

Speaker speaker\_2: Okay, thank you so much.

Speaker speaker\_1: You're welcome. Y'all have a great day, okay?

Speaker speaker\_2: Okay, bye-bye.

Speaker speaker\_1: All right, bye-bye.