

## **Transcript: Justin**

**Mills-4570101159247872-4988074021830656**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin? This is Charles Lacey. I'm currently a, a cardholder, and, uh, I'm getting married this weekend and I'm going to be switching my benefits to my wife. Um, how do I need to, uh, make that change? Okay. So you were wanting to, um, cancel the coverage through MAU? Please. Okay. Um, so MAU, what's the last four of your Social? 2232. And what was your first and last name again? I'm sorry. Charles Lacey. Charles Lacey. Okay. And what was that staffing agency? Uh, Oxford. Oxford, my apologies. That's okay. No worries. So let's see here. Charles Lacey. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Charles? Yeah. It's uh, 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375. And confirm your date of birth? July 23rd, 1965. And a good telephone number have us 320-493-7763? That's correct. And the email have us calacey4@gmail? Yes. Okay. And just to confirm, you wanted to cancel the coverage. Is that correct? Yeah. I'm getting married this Saturday. Okay. So let's see here. So I'll go ahead and, um, cancel the coverage for you. Okay. However, I do want to let you know cancellations do take one to two weeks to go through. Okay. So it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Mr. Lacey? Awesome. Cool. Thank you very much. You're welcome. You have a great weekend, okay? You too. 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 a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin? This is Charles Lacey. I'm currently a, a cardholder, and, uh, I'm getting married this weekend and I'm going to be switching my benefits to my wife. Um, how do I need to, uh, make that change?

Speaker speaker\_1: Okay. So you were wanting to, um, cancel the coverage through MAU?

Speaker speaker\_2: Please.

Speaker speaker\_1: Okay. Um, so MAU, what's the last four of your Social?

Speaker speaker\_2: 2232.

Speaker speaker\_1: And what was your first and last name again? I'm sorry.

Speaker speaker\_2: Charles Lacey.

Speaker speaker\_1: Charles Lacey. Okay. And what was that staffing agency?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: Oxford, my apologies.

Speaker speaker\_2: That's okay. No worries.

Speaker speaker\_1: So let's see here. Charles Lacey. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Charles?

Speaker speaker\_2: Yeah. It's uh, 11201 Boudreaux Road, Apartment 314, Tomball, Texas 77375.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: July 23rd, 1965.

Speaker speaker\_1: And a good telephone number have us 320-493-7763?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And the email have us calacey4@gmail?

Speaker speaker\_2: Yes.

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

Speaker speaker\_2: Yeah. I'm getting married this Saturday.

Speaker speaker\_1: Okay. So let's see here. So I'll go ahead and, um, cancel the coverage for you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: However, I do want to let you know cancellations do take one to two weeks to go through.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it is possible for you to experience one or two more final payroll reductions, but after that, you should be officially canceled. Okay, Mr. Lacey?

Speaker speaker\_2: Awesome. Cool. Thank you very much.

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

Speaker speaker\_2: You too. Bye.

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