

## **Transcript: Justin**

**Mills-4623014750109696-6386361087344640**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, uh, so I just wanted to, uh, cancel my, uh, coverage. Okay. What's the staffing agency you work for? Uh, WorkSource. And the last four of your social? Uh, 6194. And what was your first and last name? Uh, first name's Trumi Dorji. Last name's KC. And for security purposes, could you verify your home address, including city, state and zip code? Mm. Yes, sir. It's, uh, 447 Rudy Road, uh, B3, Elmore, Arkansas 72921. And confirm your date of birth? Uh, it's 5/26/1997. And a good telephone number I have is 405-738-6999. Yes, sir. And the email I have is your first name, last name @gmail.com? Mm. Yes, sir. Okay. So I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions. But after that you should be officially canceled. Okay? Okay, sir. And while it's being processed, I can still use it? Correct. For those one to two weeks. Yes, sir. Okay. Cool. Thank you, sir. You're welcome. You have a great weekend. Okay? Y- you as well. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, uh, so I just wanted to, uh, cancel my, uh, coverage.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Uh, WorkSource.

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

Speaker speaker\_1: Uh, 6194.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Uh, first name's Trumi Dorji. Last name's KC.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_1: Mm. Yes, sir. It's, uh, 447 Rudy Road, uh, B3, Elmore, Arkansas 72921.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: Uh, it's 5/26/1997.

Speaker speaker\_0: And a good telephone number I have is 405-738-6999.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is your first name, last name @gmail.com?

Speaker speaker\_1: Mm. Yes, sir.

Speaker speaker\_0: Okay. So I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions. But after that you should be officially canceled. Okay?

Speaker speaker\_1: Okay, sir. And while it's being processed, I can still use it?

Speaker speaker\_0: Correct. For those one to two weeks. Yes, sir.

Speaker speaker\_1: Okay. Cool. Thank you, sir.

Speaker speaker\_0: You're welcome. You have a great weekend. Okay?

Speaker speaker\_1: Y- you as well. Bye-bye.

Speaker speaker\_0: All right. Bye-bye.