

## **Transcript: Justin**

**Mills-4699246544601088-5090122659840000**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits In A Card. This is Justin. How can I help you today? Uh, I'm Justin. I'm just calling 'cause I want to, uh, cancel the benefits. I don't need it. Okay. What's the staffing agency you work for? Surge. And the last four of your social? 4701. And what was your first and last name? It's, uh, Dewan, D-E-W-A-N. Last name Lane, L-A-N-E. And for security purposes, can you verify the home address, including city, state and ZIP code, Dewan? All right. 7606 Summerberry Ln, Latonia, GA 30038. And your date of birth? 02/02/1975. And a good telephone number have is 404-838-0781. Yes. And the email I have is dewanlane@gmail? Yes. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to- Okay. Yes. ... experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Dewan? All right. Thank you. You're welcome. Is there anything else I can help you out with today? Uh, no. That's it. Awesome. Well, you have a wonderful weekend, okay? All right. You too. Bye. Thank you. 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 In A Card. This is Justin. How can I help you today?

Speaker speaker\_2: Uh, I'm Justin. I'm just calling 'cause I want to, uh, cancel the benefits. I don't need it.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Surge.

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

Speaker speaker\_2: 4701.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: It's, uh, Dewan, D-E-W-A-N. Last name Lane, L-A-N-E.

Speaker speaker\_1: And for security purposes, can you verify the home address, including city, state and ZIP code, Dewan?

Speaker speaker\_2: All right. 7606 Summerberry Ln, Latonia, GA 30038.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 02/02/1975.

Speaker speaker\_1: And a good telephone number have is 404-838-0781.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is dewanlane@gmail?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to-

Speaker speaker\_2: Okay. Yes.

Speaker speaker\_1: ... experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Dewan?

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker\_2: Uh, no. That's it.

Speaker speaker\_1: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_2: All right. You too. Bye.

Speaker speaker\_1: Thank you. Bye.