

## **Transcript: Justin**

**Mills-4740065908539392-5805613807353856**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Hi, yes, hi. I want to cancel this, uh, service. Okay. What's the staffing agency you work for? Serge. And the last four of your social? 7325. And what was your first and last name? Cedric Jackson. And for security purposes, can you verify your home address, including city, state and zip code, Cedric? Uh, it's, uh, 3708 Ocean Drive, Denton, Texas 76210. And confirm your date of birth? January 25th, 1988. And a good telephone number I have is 945-278-7048? Yes. And the email I have as, uh, mybills.work at gmail? Yeah. Okay, 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 experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Cedric? Okay. Okay. Is there anything else I could help you out with today? No, that's it. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. Okay. 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 Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, yes, hi. I want to cancel this, uh, service.

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

Speaker speaker\_2: Serge.

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

Speaker speaker\_2: 7325.

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

Speaker speaker\_2: Cedric Jackson.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Cedric?

Speaker speaker\_2: Uh, it's, uh, 3708 Ocean Drive, Denton, Texas 76210.

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

Speaker speaker\_2: January 25th, 1988.

Speaker speaker\_1: And a good telephone number I have is 945-278-7048?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have as, uh, mybills.work at gmail?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay, 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 experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Cedric?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Is there anything else I could help you out with today?

Speaker speaker\_2: No, that's it. Thank you.

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

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Okay. Bye.