

## **Transcript: Justin**

**Mills-4852565374844928-5605328589340672**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, how you doing today? My- You're doing well. And yourself, sir? ... name is Todd Phillips. Not too bad. Wishing it was just a little warmer, but I'm not complaining. But, um, I, um, need to cancel my insurance. Okay. What's that staffing agency you work for? Innovative Staff Solutions. And the last four of your Social? 1512. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Phillips? Um, 5710 South State Road 39 or 12376 Campground Road. I have South State Road- Because I have a mailing address. Yeah, 5710 South State Road 39 Clayton, Indiana 46118. And confirm your date of birth. 10/28/1965. And a good telephone number I have is 317-533-3058? Correct. And the email, email I have is tap8822@gmail.com? Correct. 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 experience- Yeah. ... one or two more final payroll reductions, but after that you will be officially canceled. Okay, Todd? Yep, yep. Sounds good. Awesome. Well, is there anything else I could assist you with today? Nope, just have a good day. You as well, sir. Bye-bye. All right. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Uh, how you doing today? My-

Speaker speaker\_0: You're doing well. And yourself, sir?

Speaker speaker\_1: ... name is Todd Phillips. Not too bad. Wishing it was just a little warmer, but I'm not complaining. But, um, I, um, need to cancel my insurance.

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

Speaker speaker\_1: Innovative Staff Solutions.

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

Speaker speaker\_1: 1512.

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

Speaker speaker\_1: Um, 5710 South State Road 39 or 12376 Campground Road.

Speaker speaker\_0: I have South State Road-

Speaker speaker\_1: Because I have a mailing address. Yeah, 5710 South State Road 39 Clayton, Indiana 46118.

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

Speaker speaker\_1: 10/28/1965.

Speaker speaker\_0: And a good telephone number I have is 317-533-3058?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email, email I have is tap8822@gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: 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 experience-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... one or two more final payroll reductions, but after that you will be officially canceled. Okay, Todd?

Speaker speaker\_1: Yep, yep. Sounds good.

Speaker speaker\_0: Awesome. Well, is there anything else I could assist you with today?

Speaker speaker\_1: Nope, just have a good day.

Speaker speaker\_0: You as well, sir. Bye-bye.

Speaker speaker\_1: All right. Bye.