

## **Transcript: Justin**

**Mills-4896130860793856-5318994114068480**

### **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? Hi. So, I work for My Lark in, uh, Mansfield, Ohio and I have insurance through you. Or actually, I work through Surge and I work at My Lark. Uh, it's a staffing company and- Mm-hmm. ... I, I have insurance through you guys. I wanted to cancel my policy. Okay. Uh, so Surge Staffing, what's the last four of your social? 1654. And what was your first and last name? Kyle Schroner. And for security purposes, can you verify the home address, including city, state and zip code, Kyle? 111 Blimeyer Ave. It's Mansfield, Ohio 44903. And confirm your date of birth? Uh, April 4th, '88. And a good telephone number I have is 567-306-8344? Yep, that's it. And the email I have is plantdaddymicros108@gmail? Yes, sir. 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 one or two more final payroll deductions, but after that you should be officially canceled. Okay, Kyle? Yeah. Thank you very much. You're welcome. You have a great day, okay? You too. Appreciate ya. You're welcome. 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: Hi. So, I work for My Lark in, uh, Mansfield, Ohio and I have insurance through you. Or actually, I work through Surge and I work at My Lark. Uh, it's a staffing company and-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... I, I have insurance through you guys. I wanted to cancel my policy.

Speaker speaker\_1: Okay. Uh, so Surge Staffing, what's the last four of your social?

Speaker speaker\_2: 1654.

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

Speaker speaker\_2: Kyle Schroner.

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

Speaker speaker\_2: 111 Blimeyer Ave. It's Mansfield, Ohio 44903.

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

Speaker speaker\_2: Uh, April 4th, '88.

Speaker speaker\_1: And a good telephone number I have is 567-306-8344?

Speaker speaker\_2: Yep, that's it.

Speaker speaker\_1: And the email I have is plantdaddymicros108@gmail?

Speaker speaker\_2: Yes, sir.

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 experience one or two more final payroll deductions, but after that you should be officially canceled. Okay, Kyle?

Speaker speaker\_2: Yeah. Thank you very much.

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

Speaker speaker\_2: You too. Appreciate ya.

Speaker speaker\_1: You're welcome. Bye-bye.