

## **Transcript: Justin**

**Mills-4939531870978048-5283618344058880**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, my name's Gabriel Smith. I know I recently got coverage with y'all a couple weeks ago, and I was wondering if I could cancel every- opt out of everything? You want to cancel everything? Yes. Okay. What's that staffing agency you work for? Focus Workforce. Focus Workforce? Got it. And the last four of your social? 9140. And what was your first name and last name again? Gabriel Smith. Gabriel Smith. Got it. And for security purposes, could you verify your home address, including city, state and zip code, Gabriel? 3310 North Oakwood Avenue, Apartment One, Lansing, Indiana 47004. And confirm your date of birth for me. April 25th, 2000. And a good telephone number I have is 931-237-0219. That's correct. And the email I have is gabrielsmith2000@outlook.com. That's correct. Okay, and just to confirm, you wanted to cancel the coverage through Focus, correct? Sure, to cancel everything. Okay. Um, so I'll go ahead and process the cancellation for you. However, I do want to let you know cancellations do take one to two weeks to go through, so you will experience one or two more final payroll deductions, but after that, you will be officially canceled. Okay, Gabriel? All right. Awesome. Well, is there anything else I could assist you with today? I think that's all. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay? You too. Thank you. Bye-bye. 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: Hi, my name's Gabriel Smith. I know I recently got coverage with y'all a couple weeks ago, and I was wondering if I could cancel every- opt out of everything?

Speaker speaker\_0: You want to cancel everything?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Focus Workforce.

Speaker speaker\_0: Focus Workforce? Got it. And the last four of your social?

Speaker speaker\_1: 9140.

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

Speaker speaker\_1: Gabriel Smith.

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

Speaker speaker\_1: 3310 North Oakwood Avenue, Apartment One, Lansing, Indiana 47004.

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

Speaker speaker\_1: April 25th, 2000.

Speaker speaker\_0: And a good telephone number I have is 931-237-0219.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And the email I have is gabrielsmith2000@outlook.com.

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay, and just to confirm, you wanted to cancel the coverage through Focus, correct?

Speaker speaker\_1: Sure, to cancel everything.

Speaker speaker\_0: Okay. Um, so I'll go ahead and process the cancellation for you. However, I do want to let you know cancellations do take one to two weeks to go through, so you will experience one or two more final payroll deductions, but after that, you will be officially canceled. Okay, Gabriel?

Speaker speaker\_1: All right.

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

Speaker speaker\_1: I think that's all.

Speaker speaker\_0: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day, okay?

Speaker speaker\_1: You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.