

## **Transcript: Justin**

**Mills-5078847760678912-4921555362824192**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi. Yes, sir. Um, I was wondering if... I was calling to see if there was a way I could, um, cancel my insurance? Okay. What's the staffing agency you work for? Um, Wagner. And the last four or six- I believe Wagner Solutions or something like that. Um, 5991. And your first and last name? Mary Catherine Newman. Okay. And for security purposes, could you verify your home address, including city, state and zip code? Yes. Um, 14... Is it 1428 New Holland Way Northeast, Gainesville, Georgia? Or is it 2- I think I have that address on file. Okay. It's, um... I was... Couldn't remember. It's, uh, 2110 Memorial Park Drive, um, that's in Gainesville, Georgia, 30504. And confirm your date of birth? September 15th of 1995. And a good telephone number have a 713-817-2420. Yes, sir. That's it. And the email has marycatherine.newman95@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- Okay. ... to two weeks to go through. So it is possible Okay. ... for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay? Okay. Thank you so much. Hope you have a good day. You do the same, okay? All right, bye. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. Yes, sir. Um, I was wondering if... I was calling to see if there was a way I could, um, cancel my insurance?

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

Speaker speaker\_1: Um, Wagner.

Speaker speaker\_0: And the last four or six-

Speaker speaker\_1: I believe Wagner Solutions or something like that. Um, 5991.

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

Speaker speaker\_1: Mary Catherine Newman.

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

Speaker speaker\_1: Yes. Um, 14... Is it 1428 New Holland Way Northeast, Gainesville, Georgia? Or is it 2-

Speaker speaker\_0: I think I have that address on file.

Speaker speaker\_1: Okay. It's, um... I was... Couldn't remember. It's, uh, 2110 Memorial Park Drive, um, that's in Gainesville, Georgia, 30504.

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

Speaker speaker\_1: September 15th of 1995.

Speaker speaker\_0: And a good telephone number have a 713-817-2420.

Speaker speaker\_1: Yes, sir. That's it.

Speaker speaker\_0: And the email has marycatherine.newman95@gmail?

Speaker speaker\_1: Yes, sir.

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- Okay. ... to two weeks to go through. So it is possible Okay. ... for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay?

Speaker speaker\_1: Okay. Thank you so much. Hope you have a good day.

Speaker speaker\_0: You do the same, okay?

Speaker speaker\_1: All right, bye.

Speaker speaker\_0: All right, bye-bye.