

## **Transcript: Justin**

**Mills-5499216687448064-6487273377021952**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I was calling because I had received a text message, um, saying that I, I, that I would be enrolled into the NEC TeleRx Plan after my first check. Um- Yeah. I just wanted to call to see if I'm able to not have that done. I don't want insurance. Okay. What's the staffing agency you work for? Carlton Staffing. And the last four of your social? 8205. And what was your first and last name? Yadira Vera. Yeah, okay. And for security purposes, can you verify your home address, including city, state and zip code? 2907 Sheridan Drive, Houston, Texas 77039. And your date of birth? 07/20/2006. And a good telephone number I have is 832-297-7045. Yes, sir. And the email I have is your first and last name 85 at gmail? Yes. Okay. Um, so looking at the file, it looks like you have a pending request sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled, okay? Okay. Is there anything else I can assist you- Sorry, on my first... Sorry, I just wanted to clarify, on my first pay check, um, there would be a deduction, but then after that, there wouldn't be any more? Correct. That's fine. Okay. Is there anything else I could assist you with today? No. Thank you so much. You're welcome. You have a great day, okay? All right, you too. 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. I was calling because I had received a text message, um, saying that I, I, that I would be enrolled into the NEC TeleRx Plan after my first check. Um-

Speaker speaker\_0: Yeah.

Speaker speaker\_1: I just wanted to call to see if I'm able to not have that done. I don't want insurance.

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

Speaker speaker\_1: Carlton Staffing.

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

Speaker speaker\_1: 8205.

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

Speaker speaker\_1: Yadira Vera.

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

Speaker speaker\_1: 2907 Sheridan Drive, Houston, Texas 77039.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/20/2006.

Speaker speaker\_0: And a good telephone number I have is 832-297-7045.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is your first and last name 85 at gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like you have a pending request sent for enrollment. However, I'll go ahead and cancel that for you. Um, but I do want to let you know, since it was a pending request sent for enrollment, there will be one deduction that does come off. But after that, you will be officially canceled, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I can assist you-

Speaker speaker\_1: Sorry, on my first... Sorry, I just wanted to clarify, on my first pay check, um, there would be a deduction, but then after that, there wouldn't be any more?

Speaker speaker\_0: Correct.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: Okay. Is there anything else I could assist you with today?

Speaker speaker\_1: No. Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: All right, you too. Bye-bye.

Speaker speaker\_0: Bye.