

## **Transcript: Justin**

**Mills-5652307431178240-6319287372922880**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hey, my, uh, my work just gave me a final notice to make changes in our insurance. So I, I wanted to call and pretty much cancel my MAU insurance. Okay, so MAU. What's the last four of your social? Uh, 3105. And your first and last name? Dominic Badger. Sure, okay. And for security purposes, could you verify your home address, including city, state and zip code, Dominic? Yeah, it's, uh, 1890 Rally Avenue, Apartment B, Kendallville, Indiana, 46755. And confirm your date of birth? August 30th, 2000. And a good telephone number I have is 260-582-6638. Yep. And the email I have is dominicbadger1@gmail? Yep. Okay, 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 reductions, but after that you should be officially canceled. Okay, Dominic? All right. Okay. Well, is there anything else I can help you out with today? Nope, that was it. Thank you. You're welcome. You have a great day, okay? Cheers. Bye. All right, 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: Hey, my, uh, my work just gave me a final notice to make changes in our insurance. So I, I wanted to call and pretty much cancel my MAU insurance.

Speaker speaker\_0: Okay, so MAU. What's the last four of your social?

Speaker speaker\_1: Uh, 3105.

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

Speaker speaker\_1: Dominic Badger.

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

Speaker speaker\_1: Yeah, it's, uh, 1890 Rally Avenue, Apartment B, Kendallville, Indiana, 46755.

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

Speaker speaker\_1: August 30th, 2000.

Speaker speaker\_0: And a good telephone number I have is 260-582-6638.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And the email I have is dominicbadger1@gmail?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, 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 reductions, but after that you should be officially canceled. Okay, Dominic?

Speaker speaker\_1: All right.

Speaker speaker\_0: Okay. Well, is there anything else I can help you out with today?

Speaker speaker\_1: Nope, that was it. Thank you.

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

Speaker speaker\_1: Cheers. Bye.

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