

## **Transcript: Justin**

**Mills-5746669179682816-4674536248754176**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hello. Um, I would like to cancel my, um, uh, coverage. Okay. What's the staffing agency you work for? Um, MAU. And the last four of your social? 4931. And what was your first and last name? Uh, DeBria Yarbrough. And for security purposes, can you verify your home address, including city, state and zip code, DeBria? Uh, 42... Oh, I was going to say the room. 4233 Jones Road, Unit zer- uh, 0590505 Forest Park, Georgia 30297. And your date of birth? 07/20/1998. And a good telephone number have is 470-776-8605. Yes, that's correct. And the email I have is debriayarbrough908@gmail.com. That's correct also. 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, DeBria? Okay. Awesome. Well, was there anything else I could help you out with today? No, that was it. Okay. Well, thank you for calling Benefits on Card and I hope you have a wonderful day, all right? You too. Thank you. 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: Hello. Um, I would like to cancel my, um, uh, coverage.

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

Speaker speaker\_1: Um, MAU.

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

Speaker speaker\_1: 4931.

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

Speaker speaker\_1: Uh, DeBria Yarbrough.

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

Speaker speaker\_1: Uh, 42... Oh, I was going to say the room. 4233 Jones Road, Unit zer- uh, 0590505 Forest Park, Georgia 30297.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 07/20/1998.

Speaker speaker\_0: And a good telephone number have is 470-776-8605.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: And the email I have is debriayarbrough908@gmail.com.

Speaker speaker\_1: That's correct also.

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 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, DeBria?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Awesome. Well, was there anything else I could help you out with today?

Speaker speaker\_1: No, that was it.

Speaker speaker\_0: Okay. Well, thank you for calling Benefits on Card and I hope you have a wonderful day, all right?

Speaker speaker\_1: You too.

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