

## **Transcript: Justin**

**Mills-5775706601603072-5838369167818752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. This is Justin. How can I help you today? Hi. I wanted to waive my benefits, um, and I was told to give you a call. Okay. What's the staffing agency you work for? Um, it's Carlton Staffing, in Houston, Texas. And the last four of your Social? 9662. And what was your first and last name? Lovetta Cummings. And for security purposes, can you verify your home address, including city, state and zip code, Lovetta? Sure. 9911 X Street, Houston, Texas 77089. And your date of birth? 04/27/92. And a good telephone number has 808-954-2454? Correct. And the email address frugichristian@gmail? Um, that's their email. Their email? Do you have a good email? Um, yes. Um, my first name, last name, lovetta cummings14@gmail.com. Four, at, gmail. Okay. So let's see here. Um, so looking at the file, it looks like Carlton Staffing already opted you into that medical plan. However, I'll go ahead and cancel it for you, um, but 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, Lovetta? Okay. All right. Well, is there anything else I could help you out with today? No, that's all. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Your Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. I wanted to waive my benefits, um, and I was told to give you a call.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Um, it's Carlton Staffing, in Houston, Texas.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 9662.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Lovetta Cummings.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Lovetta?

Speaker speaker\_2: Sure. 9911 X Street, Houston, Texas 77089.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 04/27/92.

Speaker speaker\_1: And a good telephone number has 808-954-2454?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email address frugichristian@gmail?

Speaker speaker\_2: Um, that's their email.

Speaker speaker\_1: Their email? Do you have a good email?

Speaker speaker\_2: Um, yes. Um, my first name, last name, lovetta cummings14@gmail.com.

Speaker speaker\_1: Four, at, gmail. Okay. So let's see here. Um, so looking at the file, it looks like Carlton Staffing already opted you into that medical plan. However, I'll go ahead and cancel it for you, um, but 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, Lovetta?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Well, is there anything else I could help you out with today?

Speaker speaker\_2: No, that's all. Thank you.

Speaker speaker\_1: You're welcome. You have a great day, okay?

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.