

## Transcript: Justin

**Mills-5843300361486336-4510290018091008**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Oh, hi, Justin. Um, my name is Sherry Leathers, and I wanted to cancel some benefits. Um, I signed up for, um, the staffing company two weeks ago. I haven't started working, so I just wanted to cancel those benefits 'cause I wasn't able- Okay. ... to afford them. Mm-hmm. No worries. What's the name of that staffing agency? Um, BGSF Staffing, BG MultiFamily Staffing and, um- And- ... they're in Raleigh. And the last four of your Social? Uh, 9694. And for security purposes, can you verify your home address, including city, state and ZIP code? Mm-hmm. Yep. It is, um, 8501 Ray Road, and that's Raleigh, North Carolina, 27613. And your date of birth? Uh, June 28, '61. And a good telephone number I have is 919-720-0244? Yep, that is it. And the email, I have as sherryfhm@gmail? Mm-hmm. Yep, that's right. Okay, um, so I'll go ahead and cancel the coverage for you. However, it looks like you were in a pending request sent for enrollment, um, but I'll go ahead and cancel that. What I do wanna let you know, since it was a pending request sent for enrollment, I do know that one deduction will come off, but after that, you should be officially canceled, okay? Okay. Well, I haven't worked at all. I mean, you say one deduction. Yeah, so it was a pending request sent for enrollment. Um, so that's just policy what we always have to say regardless if it was... the member was working or not. And how much is that? Um, \$35.53. Okay. Okay, well, I guess you'll take that when I get, start working, huh? Um, now, I'm not sure. Um, so if you start working, like, right now, um, deduction would happen, but... Huh. ... you said you're not working right now, so it should just automatically cancel out- Okay. ... after I cancel it. Oh, okay then. All right. Well, thank you, Justin. I appreciate it. You're welcome, Sherry. You have a great weekend, okay? Mm, bye-bye. Thank you. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Oh, hi, Justin. Um, my name is Sherry Leathers, and I wanted to cancel some benefits. Um, I signed up for, um, the staffing company two weeks ago. I haven't started working, so I just wanted to cancel those benefits 'cause I wasn't able-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... to afford them. Mm-hmm.

Speaker speaker\_0: No worries. What's the name of that staffing agency?

Speaker speaker\_1: Um, BGSF Staffing, BG MultiFamily Staffing and, um-

Speaker speaker\_0: And-

Speaker speaker\_1: ... they're in Raleigh.

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

Speaker speaker\_1: Uh, 9694.

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

Speaker speaker\_1: Mm-hmm. Yep. It is, um, 8501 Ray Road, and that's Raleigh, North Carolina, 27613.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: Uh, June 28, '61.

Speaker speaker\_0: And a good telephone number I have is 919-720-0244?

Speaker speaker\_1: Yep, that is it.

Speaker speaker\_0: And the email, I have as sherryfhm@gmail?

Speaker speaker\_1: Mm-hmm. Yep, that's right.

Speaker speaker\_0: Okay, um, so I'll go ahead and cancel the coverage for you. However, it looks like you were in a pending request sent for enrollment, um, but I'll go ahead and cancel that. What I do wanna let you know, since it was a pending request sent for enrollment, I do know that one deduction will come off, but after that, you should be officially canceled, okay?

Speaker speaker\_1: Okay. Well, I haven't worked at all. I mean, you say one deduction.

Speaker speaker\_0: Yeah, so it was a pending request sent for enrollment. Um, so that's just policy what we always have to say regardless if it was... the member was working or not.

Speaker speaker\_1: And how much is that?

Speaker speaker\_0: Um, \$35.53.

Speaker speaker\_1: Okay. Okay, well, I guess you'll take that when I get, start working, huh?

Speaker speaker\_0: Um, now, I'm not sure. Um, so if you start working, like, right now, um, deduction would happen, but...

Speaker speaker\_1: Huh.

Speaker speaker\_0: ... you said you're not working right now, so it should just automatically cancel out-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... after I cancel it.

Speaker speaker\_1: Oh, okay then. All right. Well, thank you, Justin. I appreciate it.

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

Speaker speaker\_1: Mm, bye-bye. Thank you.

Speaker speaker\_0: Bye-bye.