

## **Transcript: Justin**

**Mills-5846934512779264-6544669205381120**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. Yeah, I wanted to cancel my, uh, my, my health insurance. Okay. What's the staffing agency you work for? Uh, MAU. And the last four of your Social? 6092. And what was your first and last name? James Venable. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Venable? 30 Market Point Drive, Apartment 5101, Greenville, South Carolina 29607. And confirm your date of birth? 1/27/61. Any good telephone number have as 952-214-0127? No. What's a good telephone number for you? 864-652-4124. And just to confirm, 864-652-4124? Correct. And the email I have is jfvenable61@gmail? Correct. 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, James? Yeah, I should have done it weeks ago. Um, I never did receive any health insurance information. No card, no nothing. Um, so even if I wanted to use it, I wouldn't have been able to use it because I had no information. Okay. Well, we could have emailed you your ID cards for you. I mean, I can email them to you just to be on the safe side if you wanted them. Yeah, I'm, um... In another week I'll be hired directly on with, uh, GE so I don't... No worries. Is there anything else I can help you out with today? No, that's good. Appreciate it. You're welcome, James. Have a great day.

### **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 a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, Justin. Yeah, I wanted to cancel my, uh, my, my health insurance.

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

Speaker speaker\_2: Uh, MAU.

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

Speaker speaker\_2: 6092.

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

Speaker speaker\_2: James Venable.

Speaker speaker\_1: Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Venable?

Speaker speaker\_2: 30 Market Point Drive, Apartment 5101, Greenville, South Carolina 29607.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 1/27/61.

Speaker speaker\_1: Any good telephone number have as 952-214-0127?

Speaker speaker\_2: No.

Speaker speaker\_1: What's a good telephone number for you?

Speaker speaker\_2: 864-652-4124.

Speaker speaker\_1: And just to confirm, 864-652-4124?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is jfvenable61@gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: 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, James?

Speaker speaker\_2: Yeah, I should have done it weeks ago. Um, I never did receive any health insurance information. No card, no nothing. Um, so even if I wanted to use it, I wouldn't have been able to use it because I had no information.

Speaker speaker\_1: Okay. Well, we could have emailed you your ID cards for you. I mean, I can email them to you just to be on the safe side if you wanted them.

Speaker speaker\_2: Yeah, I'm, um... In another week I'll be hired directly on with, uh, GE so I don't...

Speaker speaker\_1: No worries. Is there anything else I can help you out with today?

Speaker speaker\_2: No, that's good. Appreciate it.

Speaker speaker\_1: You're welcome, James. Have a great day.