

## **Transcript: Justin**

**Mills-5938431861768192-5183676336095232**

### **Full Transcript**

Thank you for calling Benefit Center Care. This is Justin. How can I help you today? Hey, Justin. It's Tracy at APEO. How are you today? I'm okay. And yourself? The same. I'm glad it's Friday. Right, right there with you. Well, I have an insured on the line, and he's, he's upset. Um, his name is Brandon Wilson, and he is with Verstella Atera Services. The last four of his social is 6444, and he is wanting to cancel his coverage. All right, let's, let's see here. On a scale from one to ten, how upset is he? I would say an 11. Eleven, okay. Can you give a reason- Yeah, because he's- ... why he's upset? Yes, because he's gone to the pharmacy to pick up, um, some medication for one of his children, and obviously this is a... on this limited benefit plan, you know, the, the benefit is a certain dollar amount for a certain number of days. Oh, he hung up. He hung up. Uh- Oh, yeah, I can give him a call back. Yeah, the number that he gave me is what we show on file. It was 703-992-2535. 2535? Mm-hmm. And he says that this coverage is of no use to him, if that's all that's gonna say. Totally understand. You know, so, anyway. Yeah, he was just, as a parent, upset. But he was nice to me. Totally understand. I mean, you know, he, he was h- he was nice to me, but he was very upset. I totally understand. But, um, yeah, I'll go ahead and make that outbound call and reach back out to him, okay? I certainly appreciate you helping me with this one. Thank you. You're welcome, Tracy. Have a great weekend. Well, good to have you too. All right, Justin. Thanks. All right. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit Center Care. This is Justin. How can I help you today?

Speaker speaker\_1: Hey, Justin. It's Tracy at APEO. How are you today?

Speaker speaker\_0: I'm okay. And yourself?

Speaker speaker\_1: The same. I'm glad it's Friday.

Speaker speaker\_0: Right, right there with you.

Speaker speaker\_1: Well, I have an insured on the line, and he's, he's upset. Um, his name is Brandon Wilson, and he is with Verstella Atera Services. The last four of his social is 6444, and he is wanting to cancel his coverage.

Speaker speaker\_0: All right, let's, let's see here. On a scale from one to ten, how upset is he?

Speaker speaker\_1: I would say an 11.

Speaker speaker\_0: Eleven, okay. Can you give a reason-

Speaker speaker\_1: Yeah, because he's-

Speaker speaker\_0: ... why he's upset?

Speaker speaker\_1: Yes, because he's gone to the pharmacy to pick up, um, some medication for one of his children, and obviously this is a... on this limited benefit plan, you know, the, the benefit is a certain dollar amount for a certain number of days. Oh, he hung up. He hung up. Uh-

Speaker speaker\_0: Oh, yeah, I can give him a call back.

Speaker speaker\_1: Yeah, the number that he gave me is what we show on file. It was 703-992-2535.

Speaker speaker\_0: 2535?

Speaker speaker\_1: Mm-hmm. And he says that this coverage is of no use to him, if that's all that's gonna say.

Speaker speaker\_0: Totally understand.

Speaker speaker\_1: You know, so, anyway. Yeah, he was just, as a parent, upset. But he was nice to me.

Speaker speaker\_0: Totally understand.

Speaker speaker\_1: I mean, you know, he, he was h- he was nice to me, but he was very upset.

Speaker speaker\_0: I totally understand. But, um, yeah, I'll go ahead and make that outbound call and reach back out to him, okay?

Speaker speaker\_1: I certainly appreciate you helping me with this one. Thank you.

Speaker speaker\_0: You're welcome, Tracy. Have a great weekend.

Speaker speaker\_1: Well, good to have you too. All right, Justin. Thanks.

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

Speaker speaker\_1: Bye-bye.