

## **Transcript: Justin**

**Mills-5964669099229184-4533501506142208**

### **Full Transcript**

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hello? Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Um, I want to cancel my insurance because I, I, I already have insurance already... before. Okay. What's the staffing agency you work for? Um, Surge. And the last four of your social? 9295. And what was your first and last name? My first name is Dolen-slee, last name G-well. And for security purposes, can you verify your home address including city, state and zip code? Um, 1130 Wimbledon Court, City Evansville, State Indiana, zip code 47710. And your date of birth? 11/17/1997. And a good telephone number has 561-675-9348. Yeah, that's, that's my phone number. That's the number I'm calling, call you on. And the email I have is your first name, the letter Y, @gmail.com? Yeah. 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 reductions, but after that you should be officially canceled, okay? Yeah, but we're not gonna take any money out, any other money on my paycheck no more, right? Uh, I stated cancellations 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. Why does it take too long to cancel it then? Because cancellations take one to two weeks to go through, it's policy. What the fuck is that? And also, like, which benefits, um, I can, um, I get under, on, uh, on this insurance? Um, so the MEC-TeleRx covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's for medical insurance. Yeah. Yeah, I- I got one already, man. Okay. So I went ahead and processed the cancellation. Is there anything else I could assist you with today? Thank you so much. You're welcome. You have a great day. Yes, sir. All right, bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hello?

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

Speaker speaker\_1: Um, I want to cancel my insurance because I, I, I already have insurance already... before.

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

Speaker speaker\_1: Um, Surge.

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

Speaker speaker\_1: 9295.

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

Speaker speaker\_1: My first name is Dolen-slee, last name G-well.

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

Speaker speaker\_1: Um, 1130 Wimbledon Court, City Evansville, State Indiana, zip code 47710.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 11/17/1997.

Speaker speaker\_0: And a good telephone number has 561-675-9348.

Speaker speaker\_1: Yeah, that's, that's my phone number. That's the number I'm calling, call you on.

Speaker speaker\_0: And the email I have is your first name, the letter Y, @gmail.com?

Speaker speaker\_1: Yeah.

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 reductions, but after that you should be officially canceled, okay?

Speaker speaker\_1: Yeah, but we're not gonna take any money out, any other money on my paycheck no more, right?

Speaker speaker\_0: Uh, I stated cancellations 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.

Speaker speaker\_1: Why does it take too long to cancel it then?

Speaker speaker\_0: Because cancellations take one to two weeks to go through, it's policy.

Speaker speaker\_1: What the fuck is that? And also, like, which benefits, um, I can, um, I get under, on, uh, on this insurance?

Speaker speaker\_0: Um, so the MEC-TeleRx covers all of your preventative healthcare services, so like physicals, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. It's for medical insurance.

Speaker speaker\_1: Yeah. Yeah, I- I got one already, man.

Speaker speaker\_0: Okay. So I went ahead and processed the cancellation. Is there anything else I could assist you with today?

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: You're welcome. You have a great day.

Speaker speaker\_1: Yes, sir.

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