

## **Transcript: Justin**

**Mills-6192656467148800-6305383520976896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance reasons. Thank you for choosing customer service with California Health and Human Services. How can I help you today? Hey, welcome. My, uh, my ID number is 484-12019. Okay, uh, what's the staffing agency you work for? MAU. And the last four of your Social? 9068. And what was your first and last name? William Acker. William A. Acker is my name. And for security purposes, can you verify the home address including city, state and zip code, William? Yes. 1730B Cherry Street Extension, Hamilton South Carolina, 29670. And your date of birth? 7/24/68. And a good telephone number I have is 864-593-8724. That is correct. And the email I have is tonyacker86@yahoo. That is correct. Okay. How can I help you today? Yes, I want... Uh, uh, January the 31st, I wanna cancel my insurance. I need that to be the last day. Okay. Um, well, unfortunately cancellations take one to two weeks to go through. So there's not an exact date on when the cancel- when the coverage could be canceled. Um, all I do know is that cancellations take one to two weeks to go through. Well, uh, that's, that's, that's fine, so long as it's canceled by... I, I, I, after the 31st, I shouldn't have to pay any more- Okay. ... uh, insurance to you guys because I, I, I don't need the coverage. It does me no good. I can't get my medicine or anything like that. Mm-hmm. So, I really, I really don't... That's it. All I ask you, MAU- Yeah. ... is that all I ask all you guys, let these guys know. Okay, so yeah, I'll go ahead and process the cancellation for you. But like I said, 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, William? All right. Thank you, so much. You're welcome. You have a great day. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for choosing customer service with California Health and Human Services. How can I help you today?

Speaker speaker\_2: Hey, welcome. My, uh, my ID number is 484-12019.

Speaker speaker\_1: Okay, uh, what's the staffing agency you work for?

Speaker speaker\_2: MAU.

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

Speaker speaker\_2: 9068.

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

Speaker speaker\_2: William Acker. William A. Acker is my name.

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

Speaker speaker\_2: Yes. 1730B Cherry Street Extension, Hamilton South Carolina, 29670.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: 7/24/68.

Speaker speaker\_1: And a good telephone number I have is 864-593-8724.

Speaker speaker\_2: That is correct.

Speaker speaker\_1: And the email I have is tonyacker86@yahoo.

Speaker speaker\_2: That is correct.

Speaker speaker\_1: Okay. How can I help you today?

Speaker speaker\_2: Yes, I want... Uh, uh, January the 31st, I wanna cancel my insurance. I need that to be the last day.

Speaker speaker\_1: Okay. Um, well, unfortunately cancellations take one to two weeks to go through. So there's not an exact date on when the cancel- when the coverage could be canceled. Um, all I do know is that cancellations take one to two weeks to go through.

Speaker speaker\_2: Well, uh, that's, that's, that's fine, so long as it's canceled by... I, I, I, after the 31st, I shouldn't have to pay any more-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... uh, insurance to you guys because I, I, I don't need the coverage. It does me no good. I can't get my medicine or anything like that.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: So, I really, I really don't... That's it. All I ask you, MAU-

Speaker speaker\_1: Yeah.

Speaker speaker\_2: ... is that all I ask all you guys, let these guys know.

Speaker speaker\_1: Okay, so yeah, I'll go ahead and process the cancellation for you. But like I said, 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, William?

Speaker speaker\_2: All right. Thank you, so much.

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

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye-bye.