

## Transcript: Justin

**Mills-6435563031937024-4675137004814336**

### Full Transcript

Shirley Frazier <|agent|><|en|> Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Yes, my name is Shirley Frazier. Um, I need to go cancel my insurance. Okay. What's the staffing agency you work for? Um, TRT Staffing. And the last four of your social? 3440. And for security purposes, could you verify your home address, including city, state and zip code, Shirley? Okay. 102 Woodlands Court, Columbus, South Carolina 29212. And your date of birth? June the 4th, 1965. And a good telephone number have is 803-682-4038. Yes. And the email I have is frazier\_shirley@Yahoo? Yes. Okay. So just to confirm, you wanted to cancel the coverage. Is that correct? Yes. Because it's not paying for anything. Totally understand. 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. Mm-hmm. So it is possible for you to experience one or two more final payroll deductions- Mm-hmm. ... but after that you should be officially canceled. Okay? Okay. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

### Conversation Format

Speaker speaker\_0: Shirley Frazier

Speaker speaker\_1: <|agent|><|en|> Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker\_0: Yes, my name is Shirley Frazier. Um, I need to go cancel my insurance.

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

Speaker speaker\_0: Um, TRT Staffing.

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

Speaker speaker\_0: 3440.

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

Speaker speaker\_0: Okay. 102 Woodlands Court, Columbus, South Carolina 29212.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_0: June the 4th, 1965.

Speaker speaker\_1: And a good telephone number have is 803-682-4038.

Speaker speaker\_0: Yes.

Speaker speaker\_1: And the email I have is frazier\_shirley@Yahoo?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. So just to confirm, you wanted to cancel the coverage. Is that correct?

Speaker speaker\_0: Yes. Because it's not paying for anything.

Speaker speaker\_1: Totally understand. 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.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: So it is possible for you to experience one or two more final payroll deductions-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: ... but after that you should be officially canceled. Okay?

Speaker speaker\_0: Okay. Thank you.

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

Speaker speaker\_0: You too. Bye-bye.

Speaker speaker\_1: All right. Bye-bye.