

## **Transcript: Justin**

**Mills-6573929423224832-6026887089143808**

### **Full Transcript**

Thank you for calling Benefits and Occurrences. This is Justin. How can I help you today? Hi, Justin. I'm calling to see if I could cancel my coverage. Yeah. Let me check on that. What's the staffing agency you work for? Um, I work for BTSS. And the last four of your social? 0274. And what was your first and last name? Mikaela Como. And for security purposes, could you verify your home address, including city, state and zip code, Mikaela? Um, should be 196 Lawrence Marshall Drive, Hempstead, Texas 77445. And your date of- date of birth? August 31st, 1997. And a good telephone number have is it, uh, 396-9746. Correct. And the email I have is MikaelaComo@gmail.com. Yes. Okay. So I'll go ahead and cancel the coverage for you. Okay. However, I do want to let you know cancellations do take one to two weeks to go through. Okay. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Mikaela? Okay. Um, so I don't have coverage, even if I've already paid, am I going to get like a refund or how does that work? Um, so one to two weeks of deductions, that does give you one extra two- one to two extra weeks of coverage as well. Okay. All right. Perfect. Is there anything else I can assist you with today? No, that's everything. Awesome. Well, you have a wonderful weekend. Okay? Okay. You too. Thank you. You're welcome. Bye-bye. Bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Justin. I'm calling to see if I could cancel my coverage.

Speaker speaker\_0: Yeah. Let me check on that. What's the staffing agency you work for?

Speaker speaker\_1: Um, I work for BTSS.

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

Speaker speaker\_1: 0274.

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

Speaker speaker\_1: Mikaela Como.

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

Speaker speaker\_1: Um, should be 196 Lawrence Marshall Drive, Hempstead, Texas 77445.

Speaker speaker\_0: And your date of- date of birth?

Speaker speaker\_1: August 31st, 1997.

Speaker speaker\_0: And a good telephone number have is it, uh, 396-9746.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is MikaelaComo@gmail.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So I'll go ahead and cancel the coverage for you.

Speaker speaker\_1: Okay.

Speaker speaker\_0: However, I do want to let you know cancellations do take one to two weeks to go through.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Mikaela?

Speaker speaker\_1: Okay. Um, so I don't have coverage, even if I've already paid, am I going to get like a refund or how does that work?

Speaker speaker\_0: Um, so one to two weeks of deductions, that does give you one extra two- one to two extra weeks of coverage as well.

Speaker speaker\_1: Okay. All right. Perfect.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: No, that's everything.

Speaker speaker\_0: Awesome. Well, you have a wonderful weekend. Okay?

Speaker speaker\_1: Okay. You too. Thank you.

Speaker speaker\_0: You're welcome. Bye-bye.

Speaker speaker\_1: Bye.