

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. My name is Natalie Cole. Um, I, I, I work for Gojo, and they, I applied for benefits for, with you guys. And they gave me the health insurance card, but I just found out that I'm already covered. Is it possible that I can, uh, cancel the plan? Yeah. Let me check on that for you. What's the staffing agency you work for one more time? Uh, Time Staffing. And the last four of your social? 2509. And what was your first and last name? Natalie Cole. C-O-L-E. And for security purposes, could you verify your home address, including city, state and zip code? Yep. 6800 Cannon Center Road, Worchester, Ohio 44691. And your date of birth? 08/15/2003. And a good telephone number I have is 330-462-8231? Correct. And the email I have is natalie.cole.815@gmail? Correct. 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 deductions, but after that you should be officially canceled. Okay, Natalie? Okay. Thank you. You're welcome. You have a great day, okay? All right. Thank you. Bye. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi. My name is Natalie Cole. Um, I, I, I work for Gojo, and they, I applied for benefits for, with you guys. And they gave me the health insurance card, but I just found out that I'm already covered. Is it possible that I can, uh, cancel the plan?

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

Speaker speaker\_1: Uh, Time Staffing.

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

Speaker speaker\_1: 2509.

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

Speaker speaker\_1: Natalie Cole. C-O-L-E.

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

Speaker speaker\_1: Yep. 6800 Cannon Center Road, Worcester, Ohio 44691.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 08/15/2003.

Speaker speaker\_0: And a good telephone number I have is 330-462-8231?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is natalie.cole.815@gmail?

Speaker speaker\_1: Correct.

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 deductions, but after that you should be officially canceled. Okay, Natalie?

Speaker speaker\_1: Okay. Thank you.

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

Speaker speaker\_1: All right. Thank you. Bye.

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