

## **Transcript: Sara**

**Marulanda-5553890227339264-6214645176025088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, my name is Ahmed Rashid. Hello, Mr. Ahmed. How may I help you? Uh, so I got an email that said that, uh, the, the Benefit in a Card, uh, annual enrollment starts today. This was, uh, like, last week. So- Oh. Mm-hmm. ... I want to un-enroll from all Benefits in a Card, please. Okay, sure. Let me help you with that. May I have the name of the agency that you're working with and the last four of your Social? I'm working with Oxford Global Resources. Okay. And... Let me just still see that there's any benefit to having any of these. Uh, let's see. And the last four is 8-8-8-2. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Yes. My address is 1573 Raspberry Court, Columbus, Ohio 43204. Date of birth is 06/02/1977. And is your email arizshed07@gmail.com? Yes. That's correct. Phone number is 781-309-7560? Yes. And you want to cancel all the coverage, right? That's correct. Okay. I, I already sent the cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay. Sounds good. Okay. Other than that, sir, is there anything else that I can help you with? No. I think I'm all set. All right. So have a wonderful day, and thank you for calling Benefits in a Card. All right. Bye-bye. Okay. Bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Hello, my name is Ahmed Rashid. Hello, Mr. Ahmed. How may I help you? Uh, so I got an email that said that, uh, the, the Benefit in a Card, uh, annual enrollment starts today. This was, uh, like, last week. So- Oh. Mm-hmm. ... I want to un-enroll from all Benefits in a Card, please. Okay, sure. Let me help you with that. May I have the name of the agency that you're working with and the last four of your Social? I'm working with Oxford Global Resources. Okay. And... Let me just still see that there's any benefit to having any of these. Uh, let's see. And the last four is 8-8-8-2. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Yes. My address is 1573 Raspberry Court, Columbus, Ohio 43204. Date of birth is 06/02/1977. And is your email arizshed07@gmail.com? Yes. That's correct. Phone number is 781-309-7560? Yes. And you want to cancel all the coverage, right? That's correct. Okay. I, I already sent the cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions.

Okay. Sounds good. Okay. Other than that, sir, is there anything else that I can help you with? No. I think I'm all set. All righty. So have a wonderful day, and thank you for calling Benefits in a Card. All right. Bye-bye. Okay. Bye.