

## **Transcript: Sara**

**Marulanda-5804772166385664-4933649719541760**

### **Full Transcript**

Hello. Thank you for calling Benefits in a-- thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah. My name is Bryan, B-R-Y-A-N Walton, W-A-L-T-O-N. So, Mr. Bryan, how may I help you? Uh, I da-- I didn't even know I was on this until you guys sent me a message said that it lapsed. I have health insurance. I, I just want to opt out. Okay. Let me, let me find your account first. Um. Okay. What age were you working with, sir? Uh, Crown Staffing. Okay. Let me- I didn't even get a letter or nothing. Nobody even told me I was in this program. Okay. L- let me check that for you. May I have the last four of your Social, please? 6652. Mr. Bryan Walton. And just for security purposes, sir, can you please verify your address and date of birth? Uh, my address? Yes, sir. That was... Okay, 605 West Melton, Fairview, Illinois 62801. And my birthday is 02/26/1989. And is your email bwwalt416@gmail.com? Yeah. And phone number 618-315-4616? Yep. Okay, sir. Thank you. Okay. I will have to make a cancellation. Okay. Okay. I send the cancellation request. Cancellation- Okay. ... takes between seven to 10 business days, so you may see one or two more deductions before cancellation complete. But after that there will be- I don't think so. Hello? How much, how much have they been taking out of my check for this? Okay. This coverage is for \$15.67 per week. Okay. All right. I appreciate it. Thank you. You're welcome. Have a wonderful- You too. ... calling Benefits in a Cart. Thank you, sir. I appreciate it. Mm, bye-bye.

### **Conversation Format**

Speaker None: Hello. Thank you for calling Benefits in a-- thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Yeah. My name is Bryan, B-R-Y-A-N Walton, W-A-L-T-O-N. So, Mr. Bryan, how may I help you? Uh, I da-- I didn't even know I was on this until you guys sent me a message said that it lapsed. I have health insurance. I, I just want to opt out. Okay. Let me, let me find your account first. Um. Okay. What age were you working with, sir? Uh, Crown Staffing. Okay. Let me- I didn't even get a letter or nothing. Nobody even told me I was in this program. Okay. L- let me check that for you. May I have the last four of your Social, please? 6652. Mr. Bryan Walton. And just for security purposes, sir, can you please verify your address and date of birth? Uh, my address? Yes, sir. That was... Okay, 605 West Melton, Fairview, Illinois 62801. And my birthday is 02/26/1989. And is your email bwwalt416@gmail.com? Yeah. And phone number 618-315-4616? Yep. Okay, sir. Thank you. Okay. I will have to make a cancellation. Okay. Okay. I send the cancellation request. Cancellation- Okay. ... takes between seven to 10 business days, so you may see one or two more deductions before cancellation complete. But after that there will be- I don't

think so. Hello? How much, how much have they been taking out of my check for this? Okay. This coverage is for \$15.67 per week. Okay. All right. I appreciate it. Thank you. You're welcome. Have a wonderful- You too. ... calling Benefits in a Cart. Thank you, sir. I appreciate it. Mm, bye-bye.