

## Transcript: VICTORIA

**Taylor-6165682234114048-5309205390868480**

### Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Miss Victoria, ma'am, um, I'm working for a temp agency right now and that's why I have insurance with you. But I just got a permanent job and, uh, and I'm gonna go ahead and take insurance through them because I don't think I can continue with you anyway. Um, can you help me with that? Are you wanting to cancel the coverage you're enrolled into currently? Yes, ma'am. Yes, ma'am. Okay. What's the name of the agency you work for, or did work for? Well, I, I, I'm working at least the rest of the week and next week as well. Yeah, it's gonna be soon. Um, it's, uh, BGSS San Antonio. All right, and the last- And I- ... four of your social? 7442. And your first and last name. My name is Jesse Cristofoli Lauters. All right. Do you mind verifying your address and date of birth? Uh, that would be 4006 City View Drive, San Antonio, Texas 78228, February 14th, 1966. And then phone number is 210-868-2374? Yes, ma'am. And then email is first initial, last name, 7442 at Gmail? Yes, ma'am. Okay. All right. So cancellations typically take about one to two weeks to be processed through payroll, so you may see, uh, one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Oh, okay. Okay. Thank you, ma'am. You're welcome. Do you need help with anything else? No, ma'am. Thank you. Thank you. I appreciate your help. You're welcome. Yes, sir. Have a good day. Um, you too. Bye now. Buh-bye.

### Conversation Format

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

Speaker speaker\_1: Miss Victoria, ma'am, um, I'm working for a temp agency right now and that's why I have insurance with you. But I just got a permanent job and, uh, and I'm gonna go ahead and take insurance through them because I don't think I can continue with you anyway. Um, can you help me with that?

Speaker speaker\_0: Are you wanting to cancel the coverage you're enrolled into currently?

Speaker speaker\_1: Yes, ma'am. Yes, ma'am.

Speaker speaker\_0: Okay. What's the name of the agency you work for, or did work for?

Speaker speaker\_1: Well, I, I, I'm working at least the rest of the week and next week as well. Yeah, it's gonna be soon. Um, it's, uh, BGSS San Antonio.

Speaker speaker\_0: All right, and the last-

Speaker speaker\_1: And I-

Speaker speaker\_0: ... four of your social?

Speaker speaker\_1: 7442.

Speaker speaker\_0: And your first and last name.

Speaker speaker\_1: My name is Jesse Cristofoli Lauters.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, that would be 4006 City View Drive, San Antonio, Texas 78228, February 14th, 1966.

Speaker speaker\_0: And then phone number is 210-868-2374?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is first initial, last name, 7442 at Gmail?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. All right. So cancellations typically take about one to two weeks to be processed through payroll, so you may see, uh, one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_1: Oh, okay. Okay. Thank you, ma'am.

Speaker speaker\_0: You're welcome. Do you need help with anything else?

Speaker speaker\_1: No, ma'am. Thank you. Thank you. I appreciate your help.

Speaker speaker\_0: You're welcome. Yes, sir. Have a good day.

Speaker speaker\_1: Um, you too. Bye now.

Speaker speaker\_0: Buh-bye.