

## **Transcript: Chris Sofield (deactivated)-5339733297774592-5403932589867008**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. Um, I would like to cancel my benefits. Okay, what staffing company do you work with? MAU. MAU? Okay, and the last four of your Social? 37-14. All right, and your first and last name? Ryan Erazo . Thank you. Can you verify your address and date of birth for me? Yeah. 208 Thunder Road, Elgin, 29045. And my date of birth is 09-17-95. Okay. And sorry, what was the state? I didn't hear that. South Carolina. Thank you. Mm-hmm. And then, we have a phone number on file of 915-268-5765. Is that correct? Yes. That's correct. Okay. And I show, it looks like you have medical and dental. Did you wanna keep either one of these, or did you want to cancel both? I want to cancel both. Okay. Just please be aware the cancellation does take one to two weeks to fully process. Um, during this timeframe, you may see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. Okay? Okay. All right. Anything else? All right. Nothing. That's all. Thank you. All right. Thanks again for calling and have a good day. You too. All right, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card, this is Chris. How can I help you today?

Speaker speaker\_2: Hi, Chris. Um, I would like to cancel my benefits.

Speaker speaker\_1: Okay, what staffing company do you work with?

Speaker speaker\_2: MAU.

Speaker speaker\_1: MAU? Okay, and the last four of your Social?

Speaker speaker\_2: 37-14.

Speaker speaker\_1: All right, and your first and last name?

Speaker speaker\_2: Ryan Erazo .

Speaker speaker\_1: Thank you. Can you verify your address and date of birth for me?

Speaker speaker\_2: Yeah. 208 Thunder Road, Elgin, 29045. And my date of birth is 09-17-95.

Speaker speaker\_1: Okay. And sorry, what was the state? I didn't hear that.

Speaker speaker\_2: South Carolina.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: And then, we have a phone number on file of 915-268-5765. Is that correct?

Speaker speaker\_2: Yes. That's correct.

Speaker speaker\_1: Okay. And I show, it looks like you have medical and dental. Did you wanna keep either one of these, or did you want to cancel both?

Speaker speaker\_2: I want to cancel both.

Speaker speaker\_1: Okay. Just please be aware the cancellation does take one to two weeks to fully process. Um, during this timeframe, you may see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. Okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Anything else? All right.

Speaker speaker\_2: Nothing. That's all. Thank you.

Speaker speaker\_1: All right. Thanks again for calling and have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: All right, bye-bye.