

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits of a Card. This is Chris. How can I help you today? Hi, Chris. Um, my name is Melinda Brown. Um, my husband, um, currently has medical insurance, um, through you guys, through American Public Life. And we want to cancel the medical part and they told me that this was the number that I needed to call to do that. Okay. Is your husband available? He's the only one that can make that request. Oh, oh, okay. Um, he is not, but I will be with him. He's at work right now and I'm at work. Um, what time do you guys close? Like, what's the latest I can call? Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern. Oh, okay. All righty. So if we want to just cancel the medical part, we can just cancel whatever part we want and keep like, the vision and the optical, correct? Uh, yeah, that's, that's- Okay. ... doable as long as there's no restrictions associated with any plans. Um- Okay. ... but, but yeah. We'll have... We can take a look at that when, uh, when you call back later. All righty. We will give you a call tonight. All right. Thanks for calling and have a good day. Thank you. You too. Mm-hmm. Bye. Bye now.

### **Conversation Format**

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

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

Speaker speaker\_2: Hi, Chris. Um, my name is Melinda Brown. Um, my husband, um, currently has medical insurance, um, through you guys, through American Public Life. And we want to cancel the medical part and they told me that this was the number that I needed to call to do that.

Speaker speaker\_1: Okay. Is your husband available? He's the only one that can make that request.

Speaker speaker\_2: Oh, oh, okay. Um, he is not, but I will be with him. He's at work right now and I'm at work. Um, what time do you guys close? Like, what's the latest I can call?

Speaker speaker\_1: Uh, we're open Monday through Friday, 8:00 AM to 8:00 PM Eastern.

Speaker speaker\_2: Oh, okay. All righty. So if we want to just cancel the medical part, we can just cancel whatever part we want and keep like, the vision and the optical, correct?

Speaker speaker\_1: Uh, yeah, that's, that's-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... doable as long as there's no restrictions associated with any plans.  
Um-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... but, but yeah. We'll have... We can take a look at that when, uh, when you call back later.

Speaker speaker\_2: All righty. We will give you a call tonight.

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

Speaker speaker\_2: Thank you. You too. Mm-hmm. Bye.

Speaker speaker\_1: Bye now.