

## **Transcript: Estefania**

**Acevedo-4526214509019136-4947314711773184**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you? I need to cancel my policies with you, every one of them. What staff and agency do you work for? Uh, Verstella. Verstella Inc. And then what are the last... Okay. What are the last four of your social? 1154. Okay, thank you. May I have your first and last name, please? Kimberly Caller. For security purposes, can you verify your address and date of birth? 2980 Northeast Division Street, Unit 57, Gresham, Oregon 97030 878 62. 509-808-1273. Is that your phone number? Correct, correct. Okay. And then due to the fact that the call's being recorded, you stated that you wanted to cancel your coverage. Is that correct? I want, I want to cancel every coverage- Okay. ... that I signed up for- Okay. ... with Verstella. Okay. And then I do have to let you know that it does take seven to 10 business days for any cancellations to process, so due to this, there is a chance that they may do one or two deductions from your paycheck after the cancellation. Hopefully it's only one, but I do have to give you the disclaimer that it may be two. Well I'd rather they not be. But the coverage has been canceled. You're... I still pray that that money is refunded in the event that happens because I'm letting you know as of today- So, unfortunately- ... that if- ... I, we don't really do refunds and then I, I do have to tell you that just so you're- Well, I'm let- I'm letting, I'm letting you know that today is March 21st, 2025. Any payments taken out of any checks after today are fraudulent activity because I am canceling my coverage with your company. Yes. And I'm giving you the disclaimer that you may experience one or two deductions after the cancellation. So that's noted there. And I'm- Okay? ... letting you know- One or two deductions, that's part of the policy, unfortunately. Did you have any other questions? Well, your policy... Nope. Nope. I just need to- Okay. ... know it's canceled as of today. It, it's canceled. Yep. It's canceled, but you may- All right. ... experience one or two deductions after the cancellation. Thank you. You're welcome.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name's Stephanie. How can I assist you?

Speaker speaker\_1: I need to cancel my policies with you, every one of them.

Speaker speaker\_0: What staff and agency do you work for?

Speaker speaker\_1: Uh, Verstella. Verstella Inc.

Speaker speaker\_0: And then what are the last... Okay. What are the last four of your social?

Speaker speaker\_1: 1154.

Speaker speaker\_0: Okay, thank you. May I have your first and last name, please?

Speaker speaker\_1: Kimberly Caller.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 2980 Northeast Division Street, Unit 57, Gresham, Oregon 97030 878 62.

Speaker speaker\_0: 509-808-1273. Is that your phone number?

Speaker speaker\_1: Correct, correct.

Speaker speaker\_0: Okay. And then due to the fact that the call's being recorded, you stated that you wanted to cancel your coverage. Is that correct?

Speaker speaker\_1: I want, I want to cancel every coverage-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... that I signed up for-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... with Verstella.

Speaker speaker\_0: Okay. And then I do have to let you know that it does take seven to 10 business days for any cancellations to process, so due to this, there is a chance that they may do one or two deductions from your paycheck after the cancellation. Hopefully it's only one, but I do have to give you the disclaimer that it may be two.

Speaker speaker\_1: Well I'd rather they not be.

Speaker speaker\_0: But the coverage has been canceled.

Speaker speaker\_1: You're... I still pray that that money is refunded in the event that happens because I'm letting you know as of today-

Speaker speaker\_0: So, unfortunately-

Speaker speaker\_1: ... that if-

Speaker speaker\_0: ... I, we don't really do refunds and then I, I do have to tell you that just so you're-

Speaker speaker\_1: Well, I'm let- I'm letting, I'm letting you know that today is March 21st, 2025. Any payments taken out of any checks after today are fraudulent activity because I am canceling my coverage with your company.

Speaker speaker\_0: Yes. And I'm giving you the disclaimer that you may experience one or two deductions after the cancellation. So that's noted there.

Speaker speaker\_1: And I'm-

Speaker speaker\_0: Okay?

Speaker speaker\_1: ... letting you know-

Speaker speaker\_0: One or two deductions, that's part of the policy, unfortunately. Did you have any other questions?

Speaker speaker\_1: Well, your policy... Nope. Nope. I just need to-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... know it's canceled as of today.

Speaker speaker\_0: It, it's canceled. Yep. It's canceled, but you may-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... experience one or two deductions after the cancellation.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You're welcome.