

## **Transcript: Estefania**

**Acevedo-4888148200308736-6256766842486784**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Cardi Sparks and I'm a church staff, and I'm calling to, um, cancel my policy. Okay. Um, what is the last four of your social? Three, two, seven, four. Okay. Thank you. Mm-hmm. All right. And do you please verify your address and date of birth for security purposes? Mm-hmm. 24 Baltimore Circle, Elkhart, Georgia 30277. Okay. Uh, 2/13/1976. And then I have 404-647-9853 and your first name, last name at gmail.com. Is that correct? Yes. That's correct. Okay. And then you said you wanted to cancel your coverage? Yeah. Since I never use it, can it be retroactive? Unfortunately, no, since it's an insurance. Okay. Um, but I can go ahead and cancel it. However, I do have to let you know that the cancellations do take seven to ten days to process. So due to that, um, time, there is a possibility that after the cancellation you may see one deduction or two after that cancellation. Okay. If you do see two for some reason, it shouldn't be more than that. Um, so hopefully it's only one. But if for some reason you see two, it wouldn't be more than two. Okay. All right. I went ahead and canceled your coverage, so you've been canceled now. And what's your name? My name is Stephanie. Stephanie. You did say that, Stephanie. Thank you. Mm-hmm. You're welcome. Have a nice day. Have a nice day.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Stephanie. My name is Cardi Sparks and I'm a church staff, and I'm calling to, um, cancel my policy.

Speaker speaker\_0: Okay. Um, what is the last four of your social?

Speaker speaker\_1: Three, two, seven, four.

Speaker speaker\_0: Okay. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: All right. And do you please verify your address and date of birth for security purposes?

Speaker speaker\_1: Mm-hmm. 24 Baltimore Circle, Elkhart, Georgia 30277.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, 2/13/1976.

Speaker speaker\_0: And then I have 404-647-9853 and your first name, last name at gmail.com. Is that correct?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: Okay. And then you said you wanted to cancel your coverage?

Speaker speaker\_1: Yeah. Since I never use it, can it be retroactive?

Speaker speaker\_0: Unfortunately, no, since it's an insurance.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but I can go ahead and cancel it. However, I do have to let you know that the cancellations do take seven to ten days to process. So due to that, um, time, there is a possibility that after the cancellation you may see one deduction or two after that cancellation.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you do see two for some reason, it shouldn't be more than that. Um, so hopefully it's only one. But if for some reason you see two, it wouldn't be more than two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. I went ahead and canceled your coverage, so you've been canceled now.

Speaker speaker\_1: And what's your name?

Speaker speaker\_0: My name is Stephanie.

Speaker speaker\_1: Stephanie. You did say that, Stephanie. Thank you.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_0: Have a nice day.