

## **Transcript: Estefania**

**Acevedo-5001390818639872-5343774270078976**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hey. How you doing, Stephanie? Um, I work for MAU/Bosch, um, and I wanted to, uh, cancel my benefits. Okay. Yeah, I can help you. Um, what are the last four of your social? Three, eight, one, three. And what's your first and last name? Thaddeus Stewart-Steel. I'm sorry, can you repeat that? Thaddeus Stewart-Steel. One second. For security purposes, could you verify your full address as well as your date of birth? Yeah. My address, um, was, um, 4797 Houston Road, Florence, Kentucky. Mm-hmm. 41042. And your date of birth? 9/20/89. Is your phone number still the 513-356-3451? Yes. Then I have triptrip513@gmail.com. Is that up-to-date? Yes. And did you want to cancel some plans or your entire coverage? Yeah, um, my entire coverage. Okay. Due to the fact that the call has been recorded, you stated that you wanted to cancel your coverage with MAU. Is that correct? Yes. Okay. Okay. I went ahead and proceed with your cancellation. Um, I do like to advise thee that it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions. But I went ahead and canceled your coverage. Okay, thank you. You're welcome. Have a nice day. Happy New Year. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hey. How you doing, Stephanie? Um, I work for MAU/Bosch, um, and I wanted to, uh, cancel my benefits.

Speaker speaker\_0: Okay. Yeah, I can help you. Um, what are the last four of your social?

Speaker speaker\_1: Three, eight, one, three.

Speaker speaker\_0: And what's your first and last name?

Speaker speaker\_1: Thaddeus Stewart-Steel.

Speaker speaker\_0: I'm sorry, can you repeat that?

Speaker speaker\_1: Thaddeus Stewart-Steel.

Speaker speaker\_0: One second. For security purposes, could you verify your full address as well as your date of birth?

Speaker speaker\_1: Yeah. My address, um, was, um, 4797 Houston Road, Florence, Kentucky.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 41042.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 9/20/89.

Speaker speaker\_0: Is your phone number still the 513-356-3451?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Then I have triptrip513@gmail.com. Is that up-to-date?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And did you want to cancel some plans or your entire coverage?

Speaker speaker\_1: Yeah, um, my entire coverage.

Speaker speaker\_0: Okay. Due to the fact that the call has been recorded, you stated that you wanted to cancel your coverage with MAU. Is that correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Okay. I went ahead and proceed with your cancellation. Um, I do like to advise thee that it takes seven to 10 days for any cancellations to process, so you still may experience one or two deductions. But I went ahead and canceled your coverage.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: You're welcome. Have a nice day. Happy New Year.

Speaker speaker\_1: You too. Bye.