

## **Transcript: Estefania**

**Acevedo-5012113449238528-5388494251180032**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi. My name is Alexander Carney. I am a tempor- I am a temp worker, uh, with On Track Staffing in, uh, Dallas, Texas. Um, I recently, um, uh, got job, um, with On Track and, um, I was a been a bit... Uh, I was in a bit of a situation where I did not know if I had health insurance or not. Uh, so I signed up for the creme de la creme of your insurance packages that they offered at, uh, On Track Staffing, um, the gi- um... And, um, I've recently figured out that I still do have health insurance, so I would like to cancel the benefits I signed up for. Okay. Yeah, I don't know- Oh, we, uh, can help you with that. Um, what are the last four of your social? 9882. And then what's your name? My name is Alexander Carney. Um- For security purposes, do you mind verifying your address as well as your date of birth for me? Yeah, sure. It's 9842 Audelia Road, Apartment 2221. Uh, 75... Dallas, Texas 75238. Um, and what's the other thing you asked for? And then your date of birth. 05/17/1999. Okay. And then is your phone number 823... I'm sorry, 828-434-0198? That's correct. Then I have bing, your last name, @gmail.com, and then I have another one that's B-I-N-G-S-T-R-1137@gmail.com. Is this the- Yeah, both of them are emails. Okay, thank you. And bing, bingcarney@gmail is my professional email. Okay. I usually send my resumes and stuff like that. And then, did you want to cancel everything? Yeah, I, um, I'm not in... I... I don't know what, like, disability or anything like that is, but, um, I, um, I have, like, full health insurance that I figured out, so. Okay. Gotcha. Okay, um, so I'm going to go ahead and cancel that. I do have to advise to you that cancellations take seven to 10 days to process, so you still may experience one or two deductions. Um, but I went ahead and canceled your coverage. Okay. Did you have any more questions for me? Um, no, that should be it. Thank you. All right. You're welcome. Have a nice day. You as well. Oh, wait, wait, actually. Um, uh, do you have a ticket number by chance to let me know, like, that I can confirm and call in just in case- I do not, but we can send a, uh, cancellation confirmation. Um, is that a good- That works for me. What's a good email to send it to? The 1137- Either of those two will help me. ... or the first one? Okay. Either of those works. Okay, gotcha. Okay. So I'll let the main office know, um, to send that to you, and it shouldn't take that long for you to receive it. Okay. All right. Well, I hope you have a great day. Thank you for your time. You as well. Take care. Thank you s- thank you so much. You welcome.

### **Conversation Format**

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

Speaker speaker\_1: Hi. My name is Alexander Carney. I am a temp- I am a temp worker, uh, with On Track Staffing in, uh, Dallas, Texas. Um, I recently, um, uh, got job, um, with On Track and, um, I was a been a bit... Uh, I was in a bit of a situation where I did not know if I had health insurance or not. Uh, so I signed up for the creme de la creme of your insurance packages that they offered at, uh, On Track Staffing, um, the gi- um... And, um, I've recently figured out that I still do have health insurance, so I would like to cancel the benefits I signed up for.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah, I don't know-

Speaker speaker\_0: Oh, we, uh, can help you with that. Um, what are the last four of your social?

Speaker speaker\_1: 9882.

Speaker speaker\_0: And then what's your name?

Speaker speaker\_1: My name is Alexander Carney. Um-

Speaker speaker\_0: For security purposes, do you mind verifying your address as well as your date of birth for me?

Speaker speaker\_1: Yeah, sure. It's 9842 Audelia Road, Apartment 2221. Uh, 75... Dallas, Texas 75238. Um, and what's the other thing you asked for?

Speaker speaker\_0: And then your date of birth.

Speaker speaker\_1: 05/17/1999.

Speaker speaker\_0: Okay. And then is your phone number 823... I'm sorry, 828-434-0198?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Then I have bing, your last name, @gmail.com, and then I have another one that's B-I-N-G-S-T-R-1137@gmail.com. Is this the-

Speaker speaker\_1: Yeah, both of them are emails.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: And bing, bingcarney@gmail is my professional email.

Speaker speaker\_0: Okay.

Speaker speaker\_1: I usually send my resumes and stuff like that.

Speaker speaker\_0: And then, did you want to cancel everything?

Speaker speaker\_1: Yeah, I, um, I'm not in... I... I don't know what, like, disability or anything like that is, but, um, I, um, I have, like, full health insurance that I figured out, so.

Speaker speaker\_0: Okay. Gotcha. Okay, um, so I'm going to go ahead and cancel that. I do have to advise to you that cancellations take seven to 10 days to process, so you still may experience one or two deductions. Um, but I went ahead and canceled your coverage.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Did you have any more questions for me?

Speaker speaker\_1: Um, no, that should be it. Thank you.

Speaker speaker\_0: All right. You're welcome. Have a nice day.

Speaker speaker\_1: You as well. Oh, wait, wait, actually. Um, uh, do you have a ticket number by chance to let me know, like, that I can confirm and call in just in case-

Speaker speaker\_0: I do not, but we can send a, uh, cancellation confirmation. Um, is that a good-

Speaker speaker\_1: That works for me.

Speaker speaker\_0: What's a good email to send it to? The 1137-

Speaker speaker\_1: Either of those two will help me.

Speaker speaker\_0: ... or the first one? Okay.

Speaker speaker\_1: Either of those works.

Speaker speaker\_0: Okay, gotcha. Okay. So I'll let the main office know, um, to send that to you, and it shouldn't take that long for you to receive it.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: You as well. Take care. Thank you s- thank you so much.

Speaker speaker\_0: You welcome.