

## **Transcript: Estefania**

**Acevedo-5086249403072512-5896056896798720**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you? Hi. I would like to cancel my insurance, please, ma'am. Okay. What staff and agency you work for? Uh, Royal Group Surge Healthcare. Okay. And then, what are the last four of your Social? Okay, just a moment. I don't know the Social by heart. Okay. Just a moment. Oh. Uh. It's 5-9-6-2. And your first and last name? Uh, last name, it's B-A, and my, uh, first name is Ibnou. I-B-N-O-U, space- O-M-E- ... O-U- ... M-A-R? Yeah. Usman. Okay. For, um, security purposes, I just need you to verify your address and your date of birth. Okay. It's, uh, 562 N. Wagner Avenue, 45365 Sydney. And, uh, my date of birth, that's what you're asking s- ma'am? Yes. Okay. It's 04/09/'77. Did you recently move by any chance? Yeah. I, I did move. What was the past, um, address? If you don't remember- Oh. ... you can always verify your full Social, but I need, um, either the correct address or- I cannot tell you the past, the past. I can give you the full Social if you want. Okay. What is it? It's 11755 5962. Okay. Thank you. I have 752 Countryside Ln., Sydney, Ohio. Yep. Did you want me to just leave it like that since you're canceling it, or did you want me- Mm-hmm. ... to change it still? No, you can leave it like that. I won't be staying for that long here. Okay. I just wanna cancel it. That's all. Okay. And then, I have 937-622-1542 as your phone number. Yep. Then, I have T-H-I-M samba268- Yep. ... @gmail.com. Yep. That's my other Gmail. Okay. And then, you said you wanted to cancel your coverage? Yeah. Okay. Thank you. It d- I do have to let you know that it takes seven to ten business days for any cancellations to process, so there may be a chance that you may experience one or two deductions still. All right. That's okay. All right, but that coverage has been canceled. Okay. I got a question. Like, for a friend of mine. Okay, let's say, like, I do, I get sick. Is it possible for you guys to send me, like, my insurance, my, uh, by email? It's just asking, like- Like your, like your card? Yeah, a card. Yeah, we can send you your card, um, via email, but I did go ahead and canceled it. So, I mean, I can- Okay. No, no. That's- ... still send it to you, but- That's not mine. That's not for me right now. It's for, like- Oh. ... my cousin. He's asking for it. Yeah. Just in case. Okay. Yeah. We can send it via email once it's available. So yeah, we can do that too. Okay. Thank you, though. You're welcome. Have a nice day. Oh, you too. Take care. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits and a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. I would like to cancel my insurance, please, ma'am.

Speaker speaker\_1: Okay. What staff and agency you work for?

Speaker speaker\_2: Uh, Royal Group Surge Healthcare.

Speaker speaker\_1: Okay. And then, what are the last four of your Social?

Speaker speaker\_2: Okay, just a moment. I don't know the Social by heart.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Just a moment. Oh. Uh. It's 5-9-6-2.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Uh, last name, it's B-A, and my, uh, first name is Ibnou. I-B-N-O-U, space-

Speaker speaker\_1: O-M-E-

Speaker speaker\_2: ... O-U-

Speaker speaker\_1: ... M-A-R?

Speaker speaker\_2: Yeah. Usman.

Speaker speaker\_1: Okay. For, um, security purposes, I just need you to verify your address and your date of birth.

Speaker speaker\_2: Okay. It's, uh, 562 N. Wagner Avenue, 45365 Sydney. And, uh, my date of birth, that's what you're asking s- ma'am?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. It's 04/09/'77.

Speaker speaker\_1: Did you recently move by any chance?

Speaker speaker\_2: Yeah. I, I did move.

Speaker speaker\_1: What was the past, um, address? If you don't remember-

Speaker speaker\_2: Oh.

Speaker speaker\_1: ... you can always verify your full Social, but I need, um, either the correct address or-

Speaker speaker\_2: I cannot tell you the past, the past. I can give you the full Social if you want.

Speaker speaker\_1: Okay. What is it?

Speaker speaker\_2: It's 11755 5962.

Speaker speaker\_1: Okay. Thank you. I have 752 Countryside Ln., Sydney, Ohio.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Did you want me to just leave it like that since you're canceling it, or did you want me-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... to change it still?

Speaker speaker\_2: No, you can leave it like that. I won't be staying for that long here.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I just wanna cancel it. That's all.

Speaker speaker\_1: Okay. And then, I have 937-622-1542 as your phone number.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Then, I have T-H-I-M samba268-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... @gmail.com.

Speaker speaker\_2: Yep. That's my other Gmail.

Speaker speaker\_1: Okay. And then, you said you wanted to cancel your coverage?

Speaker speaker\_2: Yeah. Okay.

Speaker speaker\_1: Thank you. It d- I do have to let you know that it takes seven to ten business days for any cancellations to process, so there may be a chance that you may experience one or two deductions still.

Speaker speaker\_2: All right. That's okay.

Speaker speaker\_1: All right, but that coverage has been canceled.

Speaker speaker\_2: Okay. I got a question. Like, for a friend of mine. Okay, let's say, like, I do, I get sick. Is it possible for you guys to send me, like, my insurance, my, uh, by email? It's just asking, like-

Speaker speaker\_1: Like your, like your card?

Speaker speaker\_2: Yeah, a card.

Speaker speaker\_1: Yeah, we can send you your card, um, via email, but I did go ahead and canceled it. So, I mean, I can-

Speaker speaker\_2: Okay. No, no. That's-

Speaker speaker\_1: ... still send it to you, but-

Speaker speaker\_2: That's not mine. That's not for me right now. It's for, like-

Speaker speaker\_1: Oh.

Speaker speaker\_2: ... my cousin. He's asking for it.

Speaker speaker\_1: Yeah.

Speaker speaker\_2: Just in case. Okay.

Speaker speaker\_1: Yeah. We can send it via email once it's available. So yeah, we can do that too.

Speaker speaker\_2: Okay. Thank you, though.

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

Speaker speaker\_2: Oh, you too. Take care. Bye-bye.