

## **Transcript: Estefania**

**Acevedo-5627491405971456-4734567185039360**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name's Joseph Lopez. I'm, um, insured under you guys. Okay. How can I help you? And, um, I'm just going through some financial problems right now. Um, I, I just wanna see if I can go ahead and, um, cancel my insurance. Okay. Yeah. I can see, um, what staffing agency do you work for? Uh, Mandy said. Uh, it's called Tara Staffing. Okay. Tara. And then what are the last four of your Social? 3096. And your first and last name, please? Joseph Lopez. For security purposes, can you verify your address and date of birth? 9627 East Pinchot Drive, uh, 0802 1984. And then, what's that city and state? Uh, Arizona. Scottsdale, Arizona, 85256. Okay. And then 480-742-9785 is your phone number? Yes. Uh, joseph.lopez0277@tumor.com? Yes. Okay. And then you said you wanted to cancel your medical plan? Yeah. I'm gonna have to cancel everything for right now. Okay. Um, I do have to let you know that cancellations do take seven to ten business days to process. Okay. So, after the cancellation, there may be a chance that they deduct once or twice out of your paycheck. Mm-hmm. Okay. If you do see two deductions, it shouldn't be more than two. So, hopefully it's only one. Okay. Okay? Okay. But it's canceled. Thank you. I appreciate it. You're welcome. Have a nice day. You too. Bye-bye.

### **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's Joseph Lopez. I'm, um, insured under you guys.

Speaker speaker\_0: Okay. How can I help you?

Speaker speaker\_1: And, um, I'm just going through some financial problems right now. Um, I, I just wanna see if I can go ahead and, um, cancel my insurance.

Speaker speaker\_0: Okay. Yeah. I can see, um, what staffing agency do you work for?

Speaker speaker\_1: Uh, Mandy said. Uh, it's called Tara Staffing.

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

Speaker speaker\_1: 3096.

Speaker speaker\_0: And your first and last name, please?

Speaker speaker\_1: Joseph Lopez.

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

Speaker speaker\_1: 9627 East Pinchot Drive, uh, 0802 1984.

Speaker speaker\_0: And then, what's that city and state?

Speaker speaker\_1: Uh, Arizona. Scottsdale, Arizona, 85256.

Speaker speaker\_0: Okay. And then 480-742-9785 is your phone number?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Uh, joseph.lopez0277@tumor.com?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: Yeah. I'm gonna have to cancel everything for right now.

Speaker speaker\_0: Okay. Um, I do have to let you know that cancellations do take seven to ten business days to process.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So, after the cancellation, there may be a chance that they deduct once or twice out of your paycheck.

Speaker speaker\_1: Mm-hmm. Okay.

Speaker speaker\_0: If you do see two deductions, it shouldn't be more than two. So, hopefully it's only one.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: But it's canceled.

Speaker speaker\_1: Thank you. I appreciate it.

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

Speaker speaker\_1: You too. Bye-bye.