

## **Transcript: Estefania**

**Acevedo-6160102451101696-5503956270759936**

### **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? Um, yes. Um, I had put in for, um, my benefits to be canceled. And I was trying to make sure... I was just following up to make sure that they were canceled. Okay, yeah. Good choice. Um, what staff and agency are you with? MAU. And then what are the last four of your Social? 8253. Okay. For security purposes, could you please verify your full address as well as your date of birth? 1795 North McDonald Road, Griffin, Georgia 30223. Okay. And then, what was that date of birth? Oh, 7-21-1984. Is your phone number still 318-758-4987? Yes. Then I have... Then I have your firstnamelastname@gmail.com. Yes, ma'am. Is that up to date? Yes. Okay. So yeah, it looks like they canceled it on the 20th. So yeah, your, your coverage has been canceled. You don't have active coverage or anything. The medical and everything has been canceled? Yeah, you don't have any plans active. Okay. All right. Thank you. You're welcome. Have a nice day. You too.

### **Conversation Format**

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

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

Speaker speaker\_2: Um, yes. Um, I had put in for, um, my benefits to be canceled. And I was trying to make sure... I was just following up to make sure that they were canceled.

Speaker speaker\_1: Okay, yeah. Good choice. Um, what staff and agency are you with?

Speaker speaker\_2: MAU.

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

Speaker speaker\_2: 8253.

Speaker speaker\_1: Okay. For security purposes, could you please verify your full address as well as your date of birth?

Speaker speaker\_2: 1795 North McDonald Road, Griffin, Georgia 30223.

Speaker speaker\_1: Okay. And then, what was that date of birth?

Speaker speaker\_2: Oh, 7-21-1984.

Speaker speaker\_1: Is your phone number still 318-758-4987?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Then I have... Then I have your firstnamelastname@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Is that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So yeah, it looks like they canceled it on the 20th. So yeah, your, your coverage has been canceled. You don't have active coverage or anything.

Speaker speaker\_2: The medical and everything has been canceled?

Speaker speaker\_1: Yeah, you don't have any plans active.

Speaker speaker\_2: Okay. All right. Thank you.

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

Speaker speaker\_2: You too.