

## **Transcript: Estefania**

**Acevedo-6655593616457728-5690562917646336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Apart. My name is Stephanie. How can I assist you? Hi, Stephanie. I need to cancel my policy. Okay. Um, what staffing agency do you work for? I work for BG Staffing. And then what are the last four of your social? 4946. Thank you. For security purposes, I do need you to verify your address as well as your date of birth. 166 West Merrill Court, Gilbert, Arizona 85233. And, uh, what else did you need? Um, and then your date of birth. 5-11-1967. Okay. Thank you. Is your phone number still 480-255-6031? That's correct. Okay. And then I have email address as JLHomeService1185@gmail.com. Is that still up to date? It's HomeServices. Okay. The S... Thank you. And you said that you wanted to cancel your coverage. Did you wanna cancel specific plan or everything? Um, everything for right now. Okay. Um, I do gotta let you know that it takes seven to 10 days for any cancellations to be done, so you may still experience one or two deductions, but I'm gonna go ahead and cancel your coverage. Okay? So, that's gonna be for the free RS, group accident, dental, short-term critical illness, term life vision, VIP plus ID, x-rays, and behavioral health. That's gonna be canceled, okay? Correct. All right. Um, I went ahead and canceled that coverage, but like I said, just keep in mind that you may still experience one or two deductions. It doesn't pass two though. Okay. Thank you. I hope you have a great day. Thank you for calling- All right . ... Benefits and Apart. All right. Bye. What'd she say? It doesn't...

### **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 Apart. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi, Stephanie. I need to cancel my policy.

Speaker speaker\_1: Okay. Um, what staffing agency do you work for?

Speaker speaker\_2: I work for BG Staffing.

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

Speaker speaker\_2: 4946.

Speaker speaker\_1: Thank you. For security purposes, I do need you to verify your address as well as your date of birth.

Speaker speaker\_2: 166 West Merrill Court, Gilbert, Arizona 85233. And, uh, what else did you need?

Speaker speaker\_1: Um, and then your date of birth.

Speaker speaker\_2: 5-11-1967.

Speaker speaker\_1: Okay. Thank you. Is your phone number still 480-255-6031?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Okay. And then I have email address as JLHomeService1185@gmail.com. Is that still up to date?

Speaker speaker\_2: It's HomeServices.

Speaker speaker\_1: Okay. The S... Thank you. And you said that you wanted to cancel your coverage. Did you wanna cancel specific plan or everything?

Speaker speaker\_2: Um, everything for right now.

Speaker speaker\_1: Okay. Um, I do gotta let you know that it takes seven to 10 days for any cancellations to be done, so you may still experience one or two deductions, but I'm gonna go ahead and cancel your coverage. Okay? So, that's gonna be for the free RS, group accident, dental, short-term critical illness, term life vision, VIP plus ID, x-rays, and behavioral health. That's gonna be canceled, okay?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. Um, I went ahead and canceled that coverage, but like I said, just keep in mind that you may still experience one or two deductions. It doesn't pass two though.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you. I hope you have a great day. Thank you for calling-

Speaker speaker\_2: All right .

Speaker speaker\_3: ... Benefits and Apart.

Speaker speaker\_2: All right. Bye.

Speaker speaker\_3: What'd she say? It doesn't...