

## **Transcript: Estefania**

**Acevedo-6743657316663296-4922729293201408**

### **Full Transcript**

Thank you for getting in touch with Beneficial Card. This is Stephanie. How may I assist you? Hello, Stephanie. Good afternoon. I'm speaking with Andres Henao. How are you? Good, thank you. And you? Very well, thank you very much. Ah... The reason for the call is that I want to make a cancellation of the health insurance. Okey. Yes, sir. Which agency do you work for? George. And what are the last four digits of your social security number? Wait, I'll tell you. Give me a second, please. Five forty-four, forty-six. And your first name and surname? Jorge Henao. Okay. For security reasons, Jorge, can you verify your address and date of birth for me? The address is 1013 W ---. Mm-hmm. And the city and the state? Easton, Pennsylvania. Okay. And the birthdate? March 26, 1987. Okay, three, two, one, eight, zero, four, twenty-six, twenty-eight. Is this your phone number or has it changed? Correct, that's it. Okay. Then I have J-A-H-I, nineteen, eighty-seven, four, @gmail.com? Correct. Ok. Um, because the call is being recorded, you said you wanted to cancel your coverage? Yes, of course. Okay. It takes seven to ten days for the cancellations to be processed. So that's why there is a possibility that you may still see one or two deductions, but both would not exceed. But I have canceled them for you. Ok? Oh, ok. Do you have any other questions? No, that was it. Thank you very much. Ok. Have a nice day. You too. Take care.

### **Conversation Format**

Speaker speaker\_0: Thank you for getting in touch with Beneficial Card. This is Stephanie. How may I assist you?

Speaker speaker\_1: Hello, Stephanie. Good afternoon. I'm speaking with Andres Henao. How are you?

Speaker speaker\_0: Good, thank you. And you?

Speaker speaker\_1: Very well, thank you very much. Ah... The reason for the call is that I want to make a cancellation of the health insurance.

Speaker speaker\_0: Okey. Yes, sir. Which agency do you work for?

Speaker speaker\_1: George.

Speaker speaker\_0: And what are the last four digits of your social security number?

Speaker speaker\_1: Wait, I'll tell you. Give me a second, please. Five forty-four, forty-six.

Speaker speaker\_0: And your first name and surname?

Speaker speaker\_1: Jorge Henao.

Speaker speaker\_0: Okay. For security reasons, Jorge, can you verify your address and date of birth for me?

Speaker speaker\_1: The address is 1013 W ---.

Speaker speaker\_0: Mm-hmm. And the city and the state?

Speaker speaker\_1: Easton, Pennsylvania.

Speaker speaker\_0: Okay. And the birthdate?

Speaker speaker\_1: March 26, 1987.

Speaker speaker\_0: Okay, three, two, one, eight, zero, four, twenty-six, twenty-eight. Is this your phone number or has it changed?

Speaker speaker\_1: Correct, that's it.

Speaker speaker\_0: Okay. Then I have J-A-H-I, nineteen, eighty-seven, four, @gmail.com?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Ok. Um, because the call is being recorded, you said you wanted to cancel your coverage?

Speaker speaker\_1: Yes, of course.

Speaker speaker\_0: Okay. It takes seven to ten days for the cancellations to be processed. So that's why there is a possibility that you may still see one or two deductions, but both would not exceed. But I have canceled them for you. Ok?

Speaker speaker\_1: Oh, ok.

Speaker speaker\_0: Do you have any other questions?

Speaker speaker\_1: No, that was it. Thank you very much.

Speaker speaker\_0: Ok. Have a nice day.

Speaker speaker\_1: You too. Take care.