

## **Transcript: Estefania**

**Acevedo-6753550406434816-5537848773230592**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Um, yes, ma'am. I was calling to, uh, to, uh, cancel my insurance. Okay. What staffing agency and what are the last four of your Social? Uh, the staffing agency is EMI, or I, or I think they're called Temp Staff now. Okay, so- And my last four of my Social are 7544. Give me one second. Let me make sure 'cause that name does not sound familiar. Okay. You said Temp Staff? The Temp Staff Okay. Okay, thank you. Uh, Temp, you could... Yeah, Temp Staff or, or EMI. I, I don't know which name they're going by. It's Temp. Okay. Uh, thank you. And then, um, what's your first and last name? Courtney Lester. Okay. Give me one second. Okay, for security purposes, can you verify your address and date of birth? Um, dang, I think I put 1849 Haws Road on there. Okay. And then what was that city and state, please? Grenada, Mississippi. Thank you. And, and the date of birth? August 10th, 1994. 901-503-9057 is your phone number? Yes, ma'am. Okay. And then I have your first name, 1994 @gmail.com. Is that up to date? Yes, ma'am. Okay. And then due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage. Did you want to cancel your coverage? Did you want to cancel the four plans, or did you want to cancel certain things? Uh, I, I wanted to cancel everything 'cause I'm finna get rolled over, so it's- Gotcha. Okay. I'm not gonna need it no more. And then I was gonna tell you that it does take seven to 10 business days for the cancellations to process. So, due to that, there is a possibility that there might be one deduction or maybe even two after the cancellation. If you do see two, however, it shouldn't be more than that. So y'all still gonna take money from me, huh? And then for those, if you do see that deduction, that, that means that you would have coverage for those weeks. Um, but it shouldn't be more than two, like I said. Hopefully if you do see one, i- it's only one. But I do have to give you that disclaimer, just in case you see two. Yeah, they said there was, uh, that it was going, uh, ineffectives anyways, that they were finna do something else, but yet they were still taking money out of it, and I just, I just wanted to kind of go ahead and cancel the whole thing. Okay. Um, it looks like this week was actually your first week without its coverage, so they only have done one so far. But like I said, since it does take seven to 10 business days for the cancellations to process, there is a possibility that you may see one or two. Okay, so by- So hopefully it's only one. So by next week, uh, it should be clear? So if you see a deduction, let's say, 'cause I'm guessing... Do you get paid weekly or biweekly? Weekly. Okay, so if you see a deduction, let's say this Friday, that means it's gonna be for next week. And if you see one on the 18, that would be for the 25th. But after that, there shouldn't be more deductions if you do see two. Okay. Hopefully it's only one since you did call, like, today. You might only see one. But I do have to just inform you if you do see two, it's n- it's not out of the ordinary. Um, it shouldn't be more than two, though, like I said. But you said I'll still be able to use this since it's been taken out though, right? Correct. Yes, sir. Okay then. That's all I

needed to know. Okay. Well, I hope you have a great day. All right. Yes, ma'am, you too. Thank you so much. Thank you. Have a nice day. All right.

## 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: Um, yes, ma'am. I was calling to, uh, to, uh, cancel my insurance.

Speaker speaker\_0: Okay. What staffing agency and what are the last four of your Social?

Speaker speaker\_1: Uh, the staffing agency is EMI, or I, or I think they're called Temp Staff now.

Speaker speaker\_0: Okay, so-

Speaker speaker\_1: And my last four of my Social are 7544.

Speaker speaker\_0: Give me one second. Let me make sure 'cause that name does not sound familiar. Okay. You said Temp Staff?

Speaker speaker\_1: The Temp Staff

Speaker speaker\_2: Okay.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: Uh, Temp, you could... Yeah, Temp Staff or, or EMI. I, I don't know which name they're going by.

Speaker speaker\_0: It's Temp.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Uh, thank you. And then, um, what's your first and last name?

Speaker speaker\_1: Courtney Lester.

Speaker speaker\_0: Okay. Give me one second. Okay, for security purposes, can you verify your address and date of birth?

Speaker speaker\_1: Um, dang, I think I put 1849 Haws Road on there.

Speaker speaker\_0: Okay. And then what was that city and state, please?

Speaker speaker\_1: Grenada, Mississippi.

Speaker speaker\_0: Thank you. And, and the date of birth?

Speaker speaker\_1: August 10th, 1994.

Speaker speaker\_0: 901-503-9057 is your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then I have your first name, 1994 @gmail.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage. Did you want to cancel your coverage? Did you want to cancel the four plans, or did you want to cancel certain things?

Speaker speaker\_1: Uh, I, I wanted to cancel everything 'cause I'm finna get rolled over, so it's-

Speaker speaker\_0: Gotcha. Okay.

Speaker speaker\_1: I'm not gonna need it no more.

Speaker speaker\_0: And then I was gonna tell you that it does take seven to 10 business days for the cancellations to process. So, due to that, there is a possibility that there might be one deduction or maybe even two after the cancellation. If you do see two, however, it shouldn't be more than that.

Speaker speaker\_1: So y'all still gonna take money from me, huh?

Speaker speaker\_0: And then for those, if you do see that deduction, that, that means that you would have coverage for those weeks. Um, but it shouldn't be more than two, like I said. Hopefully if you do see one, i- it's only one. But I do have to give you that disclaimer, just in case you see two.

Speaker speaker\_1: Yeah, they said there was, uh, that it was going, uh, ineffective anyways, that they were finna do something else, but yet they were still taking money out of it, and I just, I just wanted to kind of go ahead and cancel the whole thing.

Speaker speaker\_0: Okay. Um, it looks like this week was actually your first week without its coverage, so they only have done one so far. But like I said, since it does take seven to 10 business days for the cancellations to process, there is a possibility that you may see one or two.

Speaker speaker\_1: Okay, so by-

Speaker speaker\_0: So hopefully it's only one.

Speaker speaker\_1: So by next week, uh, it should be clear?

Speaker speaker\_0: So if you see a deduction, let's say, 'cause I'm guessing... Do you get paid weekly or biweekly?

Speaker speaker\_1: Weekly.

Speaker speaker\_0: Okay, so if you see a deduction, let's say this Friday, that means it's gonna be for next week. And if you see one on the 18, that would be for the 25th. But after

that, there shouldn't be more deductions if you do see two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Hopefully it's only one since you did call, like, today. You might only see one. But I do have to just inform you if you do see two, it's n- it's not out of the ordinary. Um, it shouldn't be more than two, though, like I said.

Speaker speaker\_1: But you said I'll still be able to use this since it's been taken out though, right?

Speaker speaker\_0: Correct. Yes, sir.

Speaker speaker\_1: Okay then. That's all I needed to know.

Speaker speaker\_0: Okay. Well, I hope you have a great day.

Speaker speaker\_1: All right. Yes, ma'am, you too. Thank you so much.

Speaker speaker\_0: Thank you. Have a nice day.

Speaker speaker\_1: All right.