

## **Transcript: Justin**

**Mills-4679812316086272-4648600386093056**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Occur. This is Justin. How can I help you today? How are you doing, sir? Uh, I was just trying to see, uh, if I was able to opt out of my, uh, insurance. I know I just started, but I was trying to get, uh, a checkup and they said they don't ac- they didn't accept it, and I started calling around. They wasn't... A lot of places that I was trying to call around to said they... Well, they never heard of it. And, uh, so I guess it's not in their network, so I was like, "Well, that's, that's not been good, not good if I can't use it." So, I mean... Um- Okay. Do you want to cancel the coverage? Yes. Okay. What's the staffing agency you work for? Uh, Carson Staffing. And the last four of your social? 1990. And what was your first and last name? Craig Galion. And for security purposes, could you verify the home address, including city, state and zip code, Craig? Yes. 4806 Maggie Street, Houston, Texas 77033. And your date of birth? November 3rd, 1998. And a good telephone number. Have a 713-445-6214? Yes, sir. And the email, have his last name first name 1998 at gmail? Yes, sir. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. Yeah. So it is possible for you to experience one or two more final payroll reductions, but after that- Okay. ... you should be officially canceled. Okay, Craig? Okay. Thank you, sir. You're welcome. You have a great day, all right? You too. Yes, sir. All right. Bye-bye.

### **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 Occur. This is Justin. How can I help you today?

Speaker speaker\_2: How are you doing, sir? Uh, I was just trying to see, uh, if I was able to opt out of my, uh, insurance. I know I just started, but I was trying to get, uh, a checkup and they said they don't ac- they didn't accept it, and I started calling around. They wasn't... A lot of places that I was trying to call around to said they... Well, they never heard of it. And, uh, so I guess it's not in their network, so I was like, "Well, that's, that's not been good, not good if I can't use it." So, I mean... Um-

Speaker speaker\_1: Okay. Do you want to cancel the coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. What's the staffing agency you work for?

Speaker speaker\_2: Uh, Carson Staffing.

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

Speaker speaker\_2: 1990.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Craig Galion.

Speaker speaker\_1: And for security purposes, could you verify the home address, including city, state and zip code, Craig?

Speaker speaker\_2: Yes. 4806 Maggie Street, Houston, Texas 77033.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: November 3rd, 1998.

Speaker speaker\_1: And a good telephone number. Have a 713-445-6214?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email, have his last name first name 1998 at gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: So it is possible for you to experience one or two more final payroll reductions, but after that-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... you should be officially canceled. Okay, Craig?

Speaker speaker\_2: Okay. Thank you, sir.

Speaker speaker\_1: You're welcome. You have a great day, all right?

Speaker speaker\_2: You too. Yes, sir.

Speaker speaker\_1: All right. Bye-bye.