

## **Transcript: Justin**

**Mills-4913278955470848-5099910652411904**

### **Full Transcript**

Thank you for calling Benefit CenterCard. This is Justin. How can I help you today? Yeah. I have insurance with you guys through my work, and I wanted to cancel it. Okay. What's that staffing agency you work for? Uh, ISS Solutions. It's Innovative and Glass worker Social? Uh, my solu- You want full social or last four? Last four. Sorry, you win now on that one. Sorry about that. It's 6636. And what was your first and last name? Justin Baysenburg. Baysenburg. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Yeah. Yup. 134 Hemlock Court, Mount Vernon, Illinois, 62864. And your date of birth? 7/26/98. And a good telephone number have a 618-472-2206? Yup. And the email have a stephanieandjustin8788@gmail? Yup. Okay. 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. So it is possible for you to experience one or two more final payroll deductions but after that, you should be officially canceled. Okay, Justin? All right. All right. Thank you. You're welcome. You have a great day, okay? You too. Bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefit CenterCard. This is Justin. How can I help you today?

Speaker speaker\_1: Yeah. I have insurance with you guys through my work, and I wanted to cancel it.

Speaker speaker\_0: Okay. What's that staffing agency you work for?

Speaker speaker\_1: Uh, ISS Solutions.

Speaker speaker\_0: It's Innovative and Glass worker Social?

Speaker speaker\_1: Uh, my solu- You want full social or last four?

Speaker speaker\_0: Last four.

Speaker speaker\_1: Sorry, you win now on that one. Sorry about that. It's 6636.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Justin Baysenburg.

Speaker speaker\_0: Baysenburg. Okay. And for security purposes, can you verify your home address, including city, state and zip code?

Speaker speaker\_1: Yeah. Yup. 134 Hemlock Court, Mount Vernon, Illinois, 62864.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 7/26/98.

Speaker speaker\_0: And a good telephone number have a 618-472-2206?

Speaker speaker\_1: Yup.

Speaker speaker\_0: And the email have a stephanieandjustin8788@gmail?

Speaker speaker\_1: Yup.

Speaker speaker\_0: Okay. 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. So it is possible for you to experience one or two more final payroll deductions but after that, you should be officially canceled. Okay, Justin?

Speaker speaker\_1: All right. All right. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?

Speaker speaker\_1: You too. Bye.

Speaker speaker\_0: All right. Bye-bye.