

## **Transcript: Justin**

**Mills-5011728635314176-5247509337522176**

### **Full Transcript**

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hello. This is Sevda. Um, I am, uh, working with Oxford Consulting Company, and I have a dental insurance through your company, APR. Mm-hmm. Um, I just want to cancel it because I'm working part time currently. Would that be possible? Yeah. Let me check on that. So Oxford Global- Mm-hmm. What's the last four of your social? Yes. Oxford Global. Um, I have the policy number and everything if you need it. Well, what's the last four of your social? 2423. And for security purposes, could you verify your home address including city, state and zip code? Yes. 13007 Willow Forest Drive, Louisville, Kentucky 40245. And confirm your date of birth. 11/3/1966. And a good telephone number I have is 502-797-3867. Correct. Mm-hmm. And the email I have is sevdaaslan@gmail. Sevdaciaslan@gmail, yes. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know- Mm-hmm. ... cancellations do take one to two weeks to go through. So it is possible for you to experience- Oh. ... one or two more final payroll reductions. But after that, you should be officially canceled, okay? Okay. Thank you so much. Is there anything else I can help you out with today? This is... I don't think that I have any other insurance r- right. That's- Not that I can see, just the dental. Yeah, just need a dental. Um, okay. Thank you so much. I really appreciate it. You're welcome. Thank you. You have a great weekend, okay? You too. Bye-bye. All right. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is Justin. How can I help you today?

Speaker speaker\_1: Hello. This is Sevda. Um, I am, uh, working with Oxford Consulting Company, and I have a dental insurance through your company, APR.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Um, I just want to cancel it because I'm working part time currently. Would that be possible?

Speaker speaker\_0: Yeah. Let me check on that. So Oxford Global-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What's the last four of your social?

Speaker speaker\_1: Yes. Oxford Global. Um, I have the policy number and everything if you need it.

Speaker speaker\_0: Well, what's the last four of your social?

Speaker speaker\_1: 2423.

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

Speaker speaker\_1: Yes. 13007 Willow Forest Drive, Louisville, Kentucky 40245.

Speaker speaker\_0: And confirm your date of birth.

Speaker speaker\_1: 11/3/1966.

Speaker speaker\_0: And a good telephone number I have is 502-797-3867.

Speaker speaker\_1: Correct. Mm-hmm.

Speaker speaker\_0: And the email I have is sevdaaslan@gmail.

Speaker speaker\_1: Sevdaciaslan@gmail, yes.

Speaker speaker\_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... cancellations do take one to two weeks to go through. So it is possible for you to experience-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... one or two more final payroll reductions. But after that, you should be officially canceled, okay?

Speaker speaker\_1: Okay. Thank you so much.

Speaker speaker\_0: Is there anything else I can help you out with today?

Speaker speaker\_1: This is... I don't think that I have any other insurance r- right. That's-

Speaker speaker\_0: Not that I can see, just the dental.

Speaker speaker\_1: Yeah, just need a dental. Um, okay. Thank you so much. I really appreciate it.

Speaker speaker\_0: You're welcome.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: You have a great weekend, okay?

Speaker speaker\_1: You too. Bye-bye.

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