

## **Transcript: Justin**

**Mills-5055714358247424-6304279873241088**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi, um, my name's Rachel Brill. Um, I have a dental benefits through you guys that I wanted to cancel. Okay. What's the staffing agency you work for? Creative Circle. And the last four of your social? Three, four, nine, three. All right. And for security purposes, can you verify your home address, including city, state and zip code, Rachel? 525 Canyon Oaks Drive, Apartment H, Oakland, California 94605. And confirm your date of birth? 9/20/78. And a good telephone number to have is 925-336-9625. Yes. And the email I have is rachelbrill4@gmail? Correct. Okay. Um, so just to confirm, if you wanted to drop the dental, you want, uh, uh, that includes the term life and vision as well? Yeah, all of it. Okay. So I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. Mm-hmm. So it is possible for you to experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Rachel? Sounds good. Thank you. You're welcome. You have a great weekend, okay? You too. Bye. All right.

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

Speaker speaker\_2: Hi, um, my name's Rachel Brill. Um, I have a dental benefits through you guys that I wanted to cancel.

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

Speaker speaker\_2: Creative Circle.

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

Speaker speaker\_2: Three, four, nine, three.

Speaker speaker\_1: All right. And for security purposes, can you verify your home address, including city, state and zip code, Rachel?

Speaker speaker\_2: 525 Canyon Oaks Drive, Apartment H, Oakland, California 94605.

Speaker speaker\_1: And confirm your date of birth?

Speaker speaker\_2: 9/20/78.

Speaker speaker\_1: And a good telephone number to have is 925-336-9625.

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is rachelbrill4@gmail?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Okay. Um, so just to confirm, if you wanted to drop the dental, you want, uh, uh, that includes the term life and vision as well?

Speaker speaker\_2: Yeah, all of it.

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

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So it is possible for you to experience one or two more final payroll reductions. But after that, you should be officially canceled. Okay, Rachel?

Speaker speaker\_2: Sounds good. Thank you.

Speaker speaker\_1: You're welcome. You have a great weekend, okay?

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: All right.