

## Transcript: Justin

**Mills-5229106458443776-6429111705845760**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? How you doing, sir? My name is, uh, Monsour Gajigo. I work in the, u- uh, Royale, uh, hello? Royale Group. Uh, the m- Medicare. I don't, I wanna take it off the m- Medicare. Okay. What's the staffing agency you work for? Huh? What's the staffing agency you work for? I work for Royale Group. . I need the staffing agency you work for. Not the job that you're- I- ... currently on. The staffing agency. Serge. Okay, so Serge Staffing. Last four of your Social. My? Correct, the last four of your social. Oh, yeah. Okay, uh, 08- Hello? I'm listening. 08? 04. 0804. Got it. First and last name. . Last name. First and last name. Oh, m- name is, uh, Monsour. Last name is Gajigo. And for security purposes, can you verify your home address, including city, state and zip code, please? . I'm not hear you. I can't hear you. I stated, I stated it's the first time you've dialed an address, including city, state and zip code. Please. . Okay. 217... Hello? You hear me? Listening. Yes. Verify the address. I'm listening. Uh, the name? Hello? You hear me? Can you verify your home address, including city- Yeah, address 217. ... state and zip code? . Zip, zip, zip code. I stated your home address, including city- Address 217- ... state and zip code. Avenue, 82. Sorry. And your date of birth. Hello? Hello. Your date of birth. . Uh, mm. The September. No, October. October. October 12th. . Hello? What's your date of birth? December 12th. 19... 93. . And your telephone number I have is 336-254-5435. Yep. And your email's first and last name, lastname@gmail.com? Yes. Okay, so I'll go ahead and cancel- Okay. ... coverage for you. Cancellations 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- Mm-hmm. ... officially canceled. Is there anything else I can assist you with today? Okay. . Mm-hmm. Is there anything else I can assist you with today? Huh? . Mm-hmm. Is there anything else I can assist you with today? I already processed the cancellation for you. Cancellations 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 will be officially canceled. Is there anything else I can assist you with today? I need your, uh, uh... Cancellation to... Medicare. Okay, so like I said, so like I said, I processed the cancellation for you. Cancellations- Yep. ... 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- Oh. ... you will be officially canceled. O- okay. Is there anything else I can assist you with today? Yes. . Is there anything else I can assist you with today? . What do you mean that, sir? Because my English is not very well. I'm asking you if there is anything else I can help you out with today, other than canceling the coverage for you. Do you need anything else I can help you with today? No. Uh, I, I... . I got you. Just I need your, uh, cancellation the Medicare. Okay, so like I said, I processed the cancellation for you. Cancellations 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

will be officially canceled, okay? Okay. Okay. Thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? Thank you so much, sir. . Thank you so much. Okay, bye-bye. Have a good one. .

## Conversation Format

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

Speaker speaker\_1: How you doing, sir? My name is, uh, Monsour Gajigo. I work in the, u-uh, Royale, uh, hello? Royale Group. Uh, the m- Medicare. I don't, I wanna take it off the m-Medicare.

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

Speaker speaker\_1: Huh?

Speaker speaker\_0: What's the staffing agency you work for?

Speaker speaker\_1: I work for Royale Group.

Speaker speaker\_2: .

Speaker speaker\_0: I need the staffing agency you work for. Not the job that you're-

Speaker speaker\_1: I-

Speaker speaker\_0: ... currently on. The staffing agency.

Speaker speaker\_1: Serge.

Speaker speaker\_0: Okay, so Serge Staffing. Last four of your Social.

Speaker speaker\_1: My?

Speaker speaker\_0: Correct, the last four of your social.

Speaker speaker\_1: Oh, yeah. Okay, uh, 08- Hello?

Speaker speaker\_0: I'm listening. 08?

Speaker speaker\_1: 04.

Speaker speaker\_0: 0804. Got it. First and last name.

Speaker speaker\_2: .

Speaker speaker\_1: Last name.

Speaker speaker\_0: First and last name.

Speaker speaker\_1: Oh, m- name is, uh, Monsour. Last name is Gajigo.

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

Speaker speaker\_2: .

Speaker speaker\_1: I'm not hear you. I can't hear you.

Speaker speaker\_0: I stated, I stated it's the first time you've dialed an address, including city, state and zip code. Please.

Speaker speaker\_2: .

Speaker speaker\_1: Okay. 217... Hello? You hear me?

Speaker speaker\_0: Listening. Yes. Verify the address. I'm listening.

Speaker speaker\_1: Uh, the name? Hello? You hear me?

Speaker speaker\_0: Can you verify your home address, including city-

Speaker speaker\_1: Yeah, address 217.

Speaker speaker\_0: ... state and zip code?

Speaker speaker\_2: .

Speaker speaker\_1: Zip, zip, zip code.

Speaker speaker\_0: I stated your home address, including city-

Speaker speaker\_1: Address 217-

Speaker speaker\_0: ... state and zip code.

Speaker speaker\_1: Avenue, 82. Sorry.

Speaker speaker\_0: And your date of birth.

Speaker speaker\_1: Hello?

Speaker speaker\_0: Hello. Your date of birth.

Speaker speaker\_2: .

Speaker speaker\_1: Uh, mm. The September. No, October. October. October 12th.

Speaker speaker\_2: .

Speaker speaker\_1: Hello?

Speaker speaker\_0: What's your date of birth?

Speaker speaker\_1: December 12th. 19... 93.

Speaker speaker\_2: .

Speaker speaker\_0: And your telephone number I have is 336-254-5435.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And your email's first and last name, lastname@gmail.com? Yes. Okay, so I'll go ahead and cancel-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... coverage for you. Cancellations 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-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... officially canceled. Is there anything else I can assist you with today?

Speaker speaker\_1: Okay.

Speaker speaker\_2: .

Speaker speaker\_1: Mm-hmm.

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

Speaker speaker\_1: Huh?

Speaker speaker\_2: .

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Is there anything else I can assist you with today? I already processed the cancellation for you. Cancellations 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 will be officially canceled. Is there anything else I can assist you with today?

Speaker speaker\_1: I need your, uh, uh... Cancellation to... Medicare.

Speaker speaker\_0: Okay, so like I said, so like I said, I processed the cancellation for you. Cancellations-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... 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-

Speaker speaker\_1: Oh.

Speaker speaker\_0: ... you will be officially canceled.

Speaker speaker\_1: O- okay.

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

Speaker speaker\_1: Yes.

Speaker speaker\_2: .

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

Speaker speaker\_2: .

Speaker speaker\_1: What do you mean that, sir? Because my English is not very well.

Speaker speaker\_0: I'm asking you if there is anything else I can help you out with today, other than canceling the coverage for you. Do you need anything else I can help you with today?

Speaker speaker\_1: No. Uh, I, I...

Speaker speaker\_2: .

Speaker speaker\_1: I got you. Just I need your, uh, cancellation the Medicare.

Speaker speaker\_0: Okay, so like I said, I processed the cancellation for you. Cancellations 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 will be officially canceled, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker\_1: Thank you so much, sir.

Speaker speaker\_2: .

Speaker speaker\_1: Thank you so much.

Speaker speaker\_0: Okay, bye-bye.

Speaker speaker\_1: Have a good one.

Speaker speaker\_2: .