

## **Transcript: Justin**

**Mills-5333512838135808-5908246285991936**

### **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, Justin. My name is Daphne. I was given this number to cancel my insurance. Okay, um, what's the staffing agency you work for? PRC Solutions. And the last four of your social? 2555. And for security purposes, can you verify the home address, including city, state and zip code, Daphne? 1301 Chattahoochee Avenue, Apartment 161, Northwest, Atlanta, Georgia, 30318. And confirm your date of birth? 2022-98. And a good telephone number have as 754-366-2783? Yes, sir. And the email I have is daphne.dialis@hotmail.com? Yep. 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. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Daphne? So the thing is I just started my contract, so I don't... It hasn't ... Uh, I totally understand, but I was just informing you of cancellation process that takes one to two weeks to go through. It's policy. I was just informing you of policy. Is there anything else I could help you out with?

### **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, Justin. My name is Daphne. I was given this number to cancel my insurance.

Speaker speaker\_1: Okay, um, what's the staffing agency you work for?

Speaker speaker\_2: PRC Solutions.

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

Speaker speaker\_2: 2555.

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

Speaker speaker\_2: 1301 Chattahoochee Avenue, Apartment 161, Northwest, Atlanta, Georgia, 30318.

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

Speaker speaker\_2: 2022-98.

Speaker speaker\_1: And a good telephone number have as 754-366-2783?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is daphne.dialis@hotmail.com?

Speaker speaker\_2: Yep.

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. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Daphne?

Speaker speaker\_2: So the thing is I just started my contract, so I don't... It hasn't ...

Speaker speaker\_1: Uh, I totally understand, but I was just informing you of cancellation process that takes one to two weeks to go through. It's policy. I was just informing you of policy. Is there anything else I could help you out with?