

## **Transcript: Justin**

**Mills-5586761690431488-6502051701899264**

### **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? Uh, I need to, uh, c- get off the out-of-insurance. Okay. What's the staffing agency you work for? Sarris. And the last four of your social? 62144. And what was your first and last name? Emmanuel Vance. Okay. And for security purposes, can you verify the home address, including city, state and zip code? Uh, 2690 Macomb Avenue, uh, Delta, Mississippi 38826. And your date of birth? July 37th, 2000. And a good telephone number have as 662-873-1710? Yup. And the email I have is emmanuelvance@icloud? Yup. Okay, so let's see here. So looking at the file, it looks like you're court ordered to have coverage for employee plus child. Um, so unfortunately I wouldn't be able to cancel the coverage right now unless we received a termination letter from the court. Um, I'm already on it for another job. Okay. Well, like I said, I'm unable to cancel the coverage due to the fact it's court ordered. So in order for us to cancel it, we must receive a termination letter from the court. I mean, I- Sir, I got... I got two jobs and they're paying for it, both of 'em. I totally understand that, sir. But like I said, it's court ordered. I mean, I can provide you- All right. ... with the...

### **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: Uh, I need to, uh, c- get off the out-of-insurance.

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

Speaker speaker\_2: Sarris.

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

Speaker speaker\_2: 62144.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Emmanuel Vance.

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

Speaker speaker\_2: Uh, 2690 Macomb Avenue, uh, Delta, Mississippi 38826.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: July 37th, 2000.

Speaker speaker\_1: And a good telephone number have as 662-873-1710?

Speaker speaker\_2: Yup.

Speaker speaker\_1: And the email I have is emmanualvance@icloud?

Speaker speaker\_2: Yup.

Speaker speaker\_1: Okay, so let's see here. So looking at the file, it looks like you're court ordered to have coverage for employee plus child. Um, so unfortunately I wouldn't be able to cancel the coverage right now unless we received a termination letter from the court.

Speaker speaker\_2: Um, I'm already on it for another job.

Speaker speaker\_1: Okay. Well, like I said, I'm unable to cancel the coverage due to the fact it's court ordered. So in order for us to cancel it, we must receive a termination letter from the court. I mean, I-

Speaker speaker\_2: Sir, I got... I got two jobs and they're paying for it, both of 'em.

Speaker speaker\_1: I totally understand that, sir. But like I said, it's court ordered. I mean, I can provide you-

Speaker speaker\_2: All right.

Speaker speaker\_1: ... with the...