

## **Transcript: Justin**

**Mills-5679845345116160-6058047649398784**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes, sir. I was, I was, uh, I had rece- recently just received a text message that said I would be auto-enrolled and the... yeah, make... tell them Rx. I was going to say, was there any way that I could, like, uh, void that or, like, un-enroll from it? So you want to opt out of that benefit? For what? You wanted to opt out of that benefit? Yes, sir. Okay. What's the staffing agency you work for? Search for Staffing in the dark. And the last four of your social? Uh, 8457. And what was your first and last name? Kaniza. K-A-N-I-Z-A. Holloway. And for security purposes, can you verify your home address, including city, state and zip code? Uh, it's 221 Tryon Avenue, Thomaston, Georgia, 30280. And confirm your date of birth? It's August 19th, 2003. And a good telephone number have a 706-741-4808? Yes. And then the email has 990100@icloud? Yes, sir. Okay. Um, so looking at the file, it looks like you've already been opted into that medical plan. However, I'll go ahead and cancel it for you. But 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 deductions, but after that you should be officially canceled. Okay? Okay. Thank you so much. You're welcome. You have a great day. Okay? You as well. Bye-bye. All right. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Yes, sir. I was, I was, uh, I had rece- recently just received a text message that said I would be auto-enrolled and the... yeah, make... tell them Rx. I was going to say, was there any way that I could, like, uh, void that or, like, un-enroll from it?

Speaker speaker\_0: So you want to opt out of that benefit?

Speaker speaker\_1: For what?

Speaker speaker\_0: You wanted to opt out of that benefit?

Speaker speaker\_1: Yes, sir.

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

Speaker speaker\_1: Search for Staffing in the dark.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_1: Uh, 8457.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Kaniza. K-A-N-I-Z-A. Holloway.

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

Speaker speaker\_1: Uh, it's 221 Tryon Avenue, Thomaston, Georgia, 30280.

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

Speaker speaker\_1: It's August 19th, 2003.

Speaker speaker\_0: And a good telephone number have a 706-741-4808?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then the email has 990100@icloud?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: Okay. Um, so looking at the file, it looks like you've already been opted into that medical plan. However, I'll go ahead and cancel it for you. But 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 deductions, but after that you should be officially canceled. Okay?

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

Speaker speaker\_0: You're welcome. You have a great day. Okay?

Speaker speaker\_1: You as well. Bye-bye.

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