

## Transcript: Justin

**Mills-5892652527042560-5672359535624192**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Justin. How can I help you today? Yeah, Justin. My name is Teuy Sisoumankhara. I'm trying to cancel, um, my insurance. Okay. What's the staffing agency you work for? Uh, MAU. And the last four of your social? It's 1375. Let's see here. And what was your first and last name again? I'm sorry. No, it's Teuy Sisoumankhara. Sisoumankhara. Okay. T-E-U-Y. Yeah. And last name is S-I-S-O-U-M-A-N-K-H-A-R-A. It's an awesome last name. And for security- Yeah. ... purposes, could you verify your home address, including city, state and zip code? Yeah. It's 550 Apple Valley Road, Duncan, South Carolina 29334. And confirm your date of birth? 10/20/1978. And I think the telephone number I have is 270-307-6111? Yes. And the email I have is S-O-P-H-E-A-R-A.R-A-B@Yahoo? Yes. 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 deductions, but after that you should be officially canceled. Okay, Teuy? Yeah, will y'all reimburse that for me? Um, unfortunately reimbursement isn't possible due to the fact that one to two weeks of extra coverage is provided as well. Okay. That's fine. Awesome. Well, was there anything else I could help you out with today? No, no. I just needed to cancel it because, um, I didn't know it was just extra coverage. I thought it was something that, you know, I can take and, and go get checked up with it, so... Totally understand. Okay. Thanks. You're welcome. You have a great day, okay? All right. Appreciate it, man. Thanks. Bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Yeah, Justin. My name is Teuy Sisoumankhara. I'm trying to cancel, um, my insurance.

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

Speaker speaker\_2: Uh, MAU.

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

Speaker speaker\_2: It's 1375.

Speaker speaker\_1: Let's see here. And what was your first and last name again? I'm sorry.

Speaker speaker\_2: No, it's Teuy Sisoumankhara.

Speaker speaker\_1: Sisoumankhara. Okay.

Speaker speaker\_2: T-E-U-Y. Yeah. And last name is S-I-S-O-U-M-A-N-K-H-A-R-A.

Speaker speaker\_1: It's an awesome last name. And for security-

Speaker speaker\_2: Yeah.

Speaker speaker\_1: ... purposes, could you verify your home address, including city, state and zip code?

Speaker speaker\_2: Yeah. It's 550 Apple Valley Road, Duncan, South Carolina 29334.

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

Speaker speaker\_2: 10/20/1978.

Speaker speaker\_1: And I think the telephone number I have is 270-307-6111?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email I have is S-O-P-H-E-A-R-A.R-A-B@Yahoo?

Speaker speaker\_2: Yes.

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 deductions, but after that you should be officially canceled. Okay, Teuy?

Speaker speaker\_2: Yeah, will y'all reimburse that for me?

Speaker speaker\_1: Um, unfortunately reimbursement isn't possible due to the fact that one to two weeks of extra coverage is provided as well.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: Awesome. Well, was there anything else I could help you out with today?

Speaker speaker\_2: No, no. I just needed to cancel it because, um, I didn't know it was just extra coverage. I thought it was something that, you know, I can take and, and go get checked up with it, so...

Speaker speaker\_1: Totally understand.

Speaker speaker\_2: Okay. Thanks.

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

Speaker speaker\_2: All right. Appreciate it, man. Thanks.

Speaker speaker\_1: Bye.