

## **Transcript: Justin**

**Mills-6191562761617408-5447011222601728**

### **Full Transcript**

Thank you for calling Benefits Thank you. ... for your card. This is Justin. How can I help you today? Hi, Justin. Um, I just started at my current position and when I was doing, um, my onboarding, it kinda, like, made me sign up for insurance, but I don't want that. Am I able to cancel that enrollment with you? Yeah. Um, what's that staffing agency you work for? Um, WSI. Let's see. So, uh, Work Smart or Workforce Strategies? Workforce Strategies, sorry. Okay, no, no worries. And the last four of your social? Last... oh, o- one second. I don't know that one by heart. Hmm. That is 2791. Okay. And what was your first and last name? Haleigh Hilderbrand. Hilderbrand, okay. And for security purposes, could you verify your home address, including city, state and zip code, Haleigh? Yep. 7604 Red Arrow Highway, Lot 63, Watervliet, Michigan, 49098. And confirm your date of birth? August 1st, 2000. And a good telephone number have us 812-217-1919. Correct. And the email have us theodore.hilderbrand@gmail? Yep. Okay, so I'll go ahead and cancel that future coverage for you. Is there anything else I could assist you with today? No, that's it. Awesome. Well, you have a wonderful day, okay? Thank you, you too. Bye-bye. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits

Speaker speaker\_1: Thank you.

Speaker speaker\_0: ... for your card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi, Justin. Um, I just started at my current position and when I was doing, um, my onboarding, it kinda, like, made me sign up for insurance, but I don't want that. Am I able to cancel that enrollment with you?

Speaker speaker\_0: Yeah. Um, what's that staffing agency you work for?

Speaker speaker\_2: Um, WSI.

Speaker speaker\_0: Let's see. So, uh, Work Smart or Workforce Strategies?

Speaker speaker\_2: Workforce Strategies, sorry.

Speaker speaker\_0: Okay, no, no worries. And the last four of your social?

Speaker speaker\_2: Last... oh, o- one second. I don't know that one by heart. Hmm. That is 2791.

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

Speaker speaker\_2: Haleigh Hilderbrand.

Speaker speaker\_0: Hilderbrand, okay. And for security purposes, could you verify your home address, including city, state and zip code, Haleigh?

Speaker speaker\_2: Yep. 7604 Red Arrow Highway, Lot 63, Watervliet, Michigan, 49098.

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

Speaker speaker\_2: August 1st, 2000.

Speaker speaker\_0: And a good telephone number have us 812-217-1919.

Speaker speaker\_2: Correct.

Speaker speaker\_0: And the email have us theodore.hilderbrand@gmail?

Speaker speaker\_2: Yep.

Speaker speaker\_0: Okay, so I'll go ahead and cancel that future coverage for you. Is there anything else I could assist you with today?

Speaker speaker\_2: No, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_2: Thank you, you too. Bye-bye.

Speaker speaker\_0: Thank you. Bye-bye.