

## **Transcript: Justin**

**Mills-6323492538499072-6502568918204416**

### **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? Hello? Thank you for calling Benefits- Can you hear me? In a Cart. This is Justin. How can I help you today? Hey, I'm canceling, or I wanted to cancel the insurance. Okay. What's the staffing agency you work for? Um, WorkSmart. And the last four of your social? Um, seven two nine four. And what was your first and last name? Uh, David Pippin. And for security purposes, could you verify the home address, including city state, state and zip code, David? Uh, yeah, sure. It's, uh, 811 Old Calhoun Falls Road, Abbeville, South Carolina, two nine six two zero. And your date of birth? Uh, 6/26/1993. And a good telephone number have is 863-844-3027. Yes, that's correct. And the email address is davidandautumn2011@gmail? 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, David? All right, thank you. You're welcome. Is there anything else I can help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits in a Cart. And I hope you have a wonderful day, okay? Yeah, no problem. You have a nice day. Happy holidays. Happy holidays to you, too. Bye-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: Hello?

Speaker speaker\_1: Thank you for calling Benefits-

Speaker speaker\_2: Can you hear me?

Speaker speaker\_1: In a Cart. This is Justin. How can I help you today?

Speaker speaker\_2: Hey, I'm canceling, or I wanted to cancel the insurance.

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

Speaker speaker\_2: Um, WorkSmart.

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

Speaker speaker\_2: Um, seven two nine four.

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

Speaker speaker\_2: Uh, David Pippin.

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

Speaker speaker\_2: Uh, yeah, sure. It's, uh, 811 Old Calhoun Falls Road, Abbeville, South Carolina, two nine six two zero.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Uh, 6/26/1993.

Speaker speaker\_1: And a good telephone number would be 863-844-3027. Yes, that's correct. And the email address is davidandautumn2011@gmail?

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, David?

Speaker speaker\_2: All right, thank you.

Speaker speaker\_1: You're welcome. Is there anything else I can help you out with today?

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

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Cart. And I hope you have a wonderful day, okay?

Speaker speaker\_2: Yeah, no problem. You have a nice day. Happy holidays.

Speaker speaker\_1: Happy holidays to you, too. Bye-bye.