

## Transcript: Justin

**Mills-6343675647016960-6041731208495104**

### Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi, how are you? Doing pretty well, and yourself? <> Good. Um, I'm calling for Omar Mbow. O-U-M-A-R, and the last name, M-B-O-W. <> Okay. Yeah. And, uh, he wanted to claim the insurance, please. Is he nearby so I could speak with him? Yeah, he's here. <> Hello. Hello. Hey. What's the staffing agency you work for? Research. Research. And the last four of your Social? <> Six, eight. Seven, zero. Seven, zero. Okay. And for security purposes, can you verify your home address, including city, state and zip code? 728 Countryside Lane, Apartment 11, Seney, Ohio 45365. It looks like I have a different address on file. Oh, you ha-... You might have the other one then. 813 Airhead Drive, Apartment A, Seney, Ohio 45365. And is that a old address for him? No, no, no. It's, um, it's my address 'cause, uh, his... Ev- everything, like, come to my address but he lives to another one. Okay. No worries. Yeah. And can you confirm his date of birth? June 28, 1975. And a good telephone number I have for him is 210-7246. Yes. And his email is mbow60931@gmail? Yes. Okay, so it looks like he's already, uh, auto-enrolled into the medical plan. However, I'll go ahead and cancel it for him, but I do want to let you, um, know that cancellations do take one to two weeks to go through. Okay. So it is possible for him to experience one or two more final payroll reductions. But after that, he should be officially canceled, okay? Okay. Okay. Is there anything else I could assist y'all with today? No, that's all. Thank you. You're welcome. You have a great day, okay? All right, bye. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Hi, how are you?

Speaker speaker\_0: Doing pretty well, and yourself?

Speaker speaker\_2: <>

Speaker speaker\_1: Good. Um, I'm calling for Omar Mbow. O-U-M-A-R, and the last name, M-B-O-W.

Speaker speaker\_2: <>

Speaker speaker\_0: Okay.

Speaker speaker\_1: Yeah. And, uh, he wanted to claim the insurance, please.

Speaker speaker\_0: Is he nearby so I could speak with him?

Speaker speaker\_1: Yeah, he's here. <> Hello.

Speaker speaker\_2: Hello.

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

Speaker speaker\_1: Research.

Speaker speaker\_2: Research.

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

Speaker speaker\_1: <>

Speaker speaker\_2: Six, eight.

Speaker speaker\_1: Seven, zero.

Speaker speaker\_2: Seven, zero.

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

Speaker speaker\_1: 728 Countryside Lane, Apartment 11, Seney, Ohio 45365.

Speaker speaker\_0: It looks like I have a different address on file.

Speaker speaker\_1: Oh, you ha-... You might have the other one then. 813 Airhead Drive, Apartment A, Seney, Ohio 45365.

Speaker speaker\_0: And is that a old address for him?

Speaker speaker\_1: No, no, no. It's, um, it's my address 'cause, uh, his... Ev- everything, like, come to my address but he lives to another one.

Speaker speaker\_0: Okay. No worries.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And can you confirm his date of birth?

Speaker speaker\_1: June 28, 1975.

Speaker speaker\_0: And a good telephone number I have for him is 210-7246.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And his email is mbow60931@gmail?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so it looks like he's already, uh, auto-enrolled into the medical plan. However, I'll go ahead and cancel it for him, but I do want to let you, um, know that cancellations do take one to two weeks to go through.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So it is possible for him to experience one or two more final payroll reductions. But after that, he should be officially canceled, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Is there anything else I could assist y'all with today?

Speaker speaker\_1: No, that's all. Thank you.

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

Speaker speaker\_1: All right, bye.

Speaker speaker\_0: Bye-bye.