

## **Transcript: Justin**

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### **Full Transcript**

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Uh, Justin, this is Andre Rich and, um, I'm a, I'm a, I'm, I'm a part of your American Public Life Insurance and I'm calling to cancel that insurance. I'm not pleased with, with what they doing. I'm just gonna find me somewhere else to go. I just want to cancel it. I totally understand. Um, what's that staffing agency you work for? Uh, Hamilton Rocket, Robinson. And the last four of your social? 884. Okay. And what were your last name, Andre? I'm sorry. Rich. R-I-C-H. Okay. And for security purposes, could you verify your home address, including city, state and zip code, Mr. Rich? Um, 110 Shamango Street, Tupelo, Mississippi 38804. And confirm your date of birth. 2/16/77. And a good telephone number have a 662-719-0039? Yes, sir. And the email I have is richandre951@gmail.com. Yes, sir. 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, Andre? Uh, listen. Yes, sir. This what I don't understand. It, it, uh... Y'all took out for two weeks of my pay when I wasn't able to use it. Now, I'm cancelling it and you going to take two more weeks of my pay? Um, correct. Because cancellations do take one to two weeks to go through as policy, sir. Well, y'all gang. All right, all right. Okay. All right. Is there anything else I can assist you with today? That's it. You canceled me? Yes, sir. I processed the cancellation. Yes, you can. All right. Okay. Well, you have a wonderful day, all right? All right.

### **Conversation Format**

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

Speaker speaker\_1: Uh, Justin, this is Andre Rich and, um, I'm a, I'm a, I'm, I'm a part of your American Public Life Insurance and I'm calling to cancel that insurance. I'm not pleased with, with what they doing. I'm just gonna find me somewhere else to go. I just want to cancel it.

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

Speaker speaker\_1: Uh, Hamilton Rocket, Robinson.

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

Speaker speaker\_1: 884.

Speaker speaker\_0: Okay. And what were your last name, Andre? I'm sorry.

Speaker speaker\_1: Rich. R-I-C-H.

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

Speaker speaker\_1: Um, 110 Shamango Street, Tupelo, Mississippi 38804.

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

Speaker speaker\_1: 2/16/77.

Speaker speaker\_0: And a good telephone number have a 662-719-0039?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: And the email I have is richandre951@gmail.com.

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: 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, Andre?

Speaker speaker\_1: Uh, listen.

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: This what I don't understand. It, it, uh... Y'all took out for two weeks of my pay when I wasn't able to use it. Now, I'm cancelling it and you going to take two more weeks of my pay?

Speaker speaker\_0: Um, correct. Because cancellations do take one to two weeks to go through as policy, sir.

Speaker speaker\_1: Well, y'all gang. All right, all right. Okay. All right.

Speaker speaker\_0: Is there anything else I can assist you with today?

Speaker speaker\_1: That's it. You canceled me?

Speaker speaker\_0: Yes, sir. I processed the cancellation.

Speaker speaker\_1: Yes, you can. All right.

Speaker speaker\_0: Okay. Well, you have a wonderful day, all right?

Speaker speaker\_1: All right.