

## **Transcript: Justin**

**Mills-6635003168899072-5131104851279872**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Justin. How can I help you today? Uh, yes, Justin. Um, this is Wendy Lindley. I'm employed at Pottery Direct through Focus, and, um, I want to opt out of the insurance, 'cause I'm getting insurance through the state. Okay. So Focus, what's the last four of your Social? Uh, 7630. And for security purposes, can you verify the home address, including city, state and zip code, Wendy? Uh, yes, sir. It's, uh, 537 County Farm Lane, Huntington, Tennessee 38344. And your date of birth? Um, it's 10/6/1982. And a good telephone number have as 731-535-2011? Yes, sir. And the email I have is wlindley46@gmail? Yes, sir. Okay. So looking at the file, looks like you were enrolled into FreeRx and the VIP Classic, which was your medical plan. However, I'll- Okay. ... go ahead and cancel that for you. But I do wanna 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, Wendy? Okay. Thank you very much. You're welcome. You have a great day, okay? You too. Bye-bye. 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 on a Card, this is Justin. How can I help you today?

Speaker speaker\_2: Uh, yes, Justin. Um, this is Wendy Lindley. I'm employed at Pottery Direct through Focus, and, um, I want to opt out of the insurance, 'cause I'm getting insurance through the state.

Speaker speaker\_1: Okay. So Focus, what's the last four of your Social?

Speaker speaker\_2: Uh, 7630.

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

Speaker speaker\_2: Uh, yes, sir. It's, uh, 537 County Farm Lane, Huntington, Tennessee 38344.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: Um, it's 10/6/1982.

Speaker speaker\_1: And a good telephone number have as 731-535-2011?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: And the email I have is wwindley46@gmail?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: Okay. So looking at the file, looks like you were enrolled into FreeRx and the VIP Classic, which was your medical plan. However, I'll-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... go ahead and cancel that for you. But I do wanna 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, Wendy?

Speaker speaker\_2: Okay. Thank you very much.

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

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye-bye.