

## **Transcript: VICTORIA**

**Taylor-4633309808869376-5775269084971008**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Oh, yes, ma'am. I was calling to see, um, did I enroll in some insurance? I can check for you. Uh, what's the, uh, name of the agency you work for? Um, Hamilton Life. And the last four of your Social? 2811. And your first and last name? Kamberana Johnson. Okay. Uh, do you mind verifying your address and date of birth? Yes, ma'am. Uh, 4019 Peep Valley Chapel Road, Hamilton, Mississippi. And you said phone number? Uh, your date o- your date of birth. Oh, date of birth. Uh, 11/13/04. And then phone number 662-319-1595? Yes, ma'am. Okay. And then email is KamJohnson\_24@icloud.com. Yes, ma'am. Okay. Um, so I see that you're enrolled into the dental and the vision for, uh, employee only. Okay. Uh, is there a way you can cancel it? Um, yeah. So I know with cancellations, it typically takes about one to two weeks to be processed through your payroll. Okay. So you may see one to two more payroll deductions, which if you do, it will provide the coverage you're paying for until payroll is processed the cancellation on there. Okay. Um, was there anything else you might need help with? No, ma'am, that was it. All righty. You have a wonderful day. All right. You too. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Oh, yes, ma'am. I was calling to see, um, did I enroll in some insurance?

Speaker speaker\_0: I can check for you. Uh, what's the, uh, name of the agency you work for?

Speaker speaker\_1: Um, Hamilton Life.

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

Speaker speaker\_1: 2811.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Kamberana Johnson.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: Yes, ma'am. Uh, 4019 Peep Valley Chapel Road, Hamilton, Mississippi. And you said phone number?

Speaker speaker\_0: Uh, your date o- your date of birth.

Speaker speaker\_1: Oh, date of birth. Uh, 11/13/04.

Speaker speaker\_0: And then phone number 662-319-1595?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is KamJohnson\_24@icloud.com.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. Um, so I see that you're enrolled into the dental and the vision for, uh, employee only.

Speaker speaker\_1: Okay. Uh, is there a way you can cancel it?

Speaker speaker\_0: Um, yeah. So I know with cancellations, it typically takes about one to two weeks to be processed through your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you may see one to two more payroll deductions, which if you do, it will provide the coverage you're paying for until payroll is processed the cancellation on there.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, was there anything else you might need help with?

Speaker speaker\_1: No, ma'am, that was it.

Speaker speaker\_0: All righty. You have a wonderful day.

Speaker speaker\_1: All right. You too.

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