

## **Transcript: VICTORIA**

**Taylor-5814287775350784-6262952642002944**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, this is Keanna Clark. So I'm trying to get disconnected from, um, the insurance, the health insurance. Okay. What's the, uh, name of the agency you work for? It's Crown Service. And the last four of your Social? It's two, five, seven, six. All right. Do you mind verifying your address and date of birth? Sure. My date of birth is 10/20/2000. My address is 4406 Highland Street, Fort Campbell, Kentucky, Unit B, 42223. Phone number 254-258-0120? Yeah, that's my number. Okay. And then email is going to be, uh, first name and then R-I-C-K-E-T-T-S-20@Yahoo.com? At Gmail.com. Oh, okay, I'm sorry about that. Um, let's see, and you're just trying to cancel the enrollment? Yes. Yeah. All right. So cancellations typically take about one to two weeks to be processed through payroll. Mm-hmm. You may see, uh, one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through, uh, your payroll. Okay. Do you need help with anything else? No, that's all. All right. You have a wonderful day. All right, thank you. You too. Thanks.

### **Conversation Format**

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

Speaker speaker\_1: Hi, this is Keanna Clark. So I'm trying to get disconnected from, um, the insurance, the health insurance.

Speaker speaker\_0: Okay. What's the, uh, name of the agency you work for?

Speaker speaker\_1: It's Crown Service.

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

Speaker speaker\_1: It's two, five, seven, six.

Speaker speaker\_0: All right. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Sure. My date of birth is 10/20/2000. My address is 4406 Highland Street, Fort Campbell, Kentucky, Unit B, 42223.

Speaker speaker\_0: Phone number 254-258-0120?

Speaker speaker\_1: Yeah, that's my number.

Speaker speaker\_0: Okay. And then email is going to be, uh, first name and then R-I-C-K-E-T-T-S-20@Yahoo.com?

Speaker speaker\_1: At Gmail.com.

Speaker speaker\_0: Oh, okay, I'm sorry about that. Um, let's see, and you're just trying to cancel the enrollment?

Speaker speaker\_1: Yes. Yeah.

Speaker speaker\_0: All right. So cancellations typically take about one to two weeks to be processed through payroll.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: You may see, uh, one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through, uh, your payroll.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you need help with anything else?

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

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

Speaker speaker\_1: All right, thank you. You too.

Speaker speaker\_0: Thanks.