

## **Transcript: VICTORIA**

**Taylor-6375676215607296-4756663999971328**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you? Hi, I'm calling because, um, I need some insurance off of my payroll through, um, 5 Staffing. Okay, you're wanting to get enrolled? No, I wanted to, um, un- un-enroll. Okay, what's the last four of your Social? 4905. Your first and last name? Jamia Haynes. Okay. And do you mind verifying your address and date of birth? 2830 North 15th Street, 53206. That's in Milwaukee, Wisconsin? Yeah. Your date of birth? June 31st, 2001. Phone number 414-399-50- uh, 5300. Oh, nope, I have a different number. I'm sorry? Can you hear me? Oh, the phone was just breaking up, you have a ph- new phone number? Yeah, I do. Okay, is this the one you're calling from? Yeah. All right, and then email is, uh, firstandlastname2001 at gmail? Yeah. Okay. So I know cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, uh, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay, that's fine. Do you need help with anything else? No, that's it. Okay, you have a wonderful day. Thank you, you too. Thank you, bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Victoria, how can I help you?

Speaker speaker\_1: Hi, I'm calling because, um, I need some insurance off of my payroll through, um, 5 Staffing.

Speaker speaker\_0: Okay, you're wanting to get enrolled?

Speaker speaker\_1: No, I wanted to, um, un- un-enroll.

Speaker speaker\_0: Okay, what's the last four of your Social?

Speaker speaker\_1: 4905.

Speaker speaker\_0: Your first and last name?

Speaker speaker\_1: Jamia Haynes.

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

Speaker speaker\_1: 2830 North 15th Street, 53206.

Speaker speaker\_0: That's in Milwaukee, Wisconsin?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Your date of birth?

Speaker speaker\_1: June 31st, 2001.

Speaker speaker\_0: Phone number 414-399-50- uh, 5300.

Speaker speaker\_1: Oh, nope, I have a different number.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Oh, the phone was just breaking up, you have a ph- new phone number?

Speaker speaker\_1: Yeah, I do.

Speaker speaker\_0: Okay, is this the one you're calling from?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right, and then email is, uh, firstandlastname2001 at gmail?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. So I know cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, uh, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker\_1: Okay, that's fine.

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

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

Speaker speaker\_0: Okay, you have a wonderful day.

Speaker speaker\_1: Thank you, you too.

Speaker speaker\_0: Thank you, bye.