

## **Transcript: VICTORIA**

**Taylor-6471315172802560-5319370883121152**

### **Full Transcript**

Thank you for calling Benefits on Accord. This is Victoria. How can I help you? I was wondering, uh, what I had to do to cancel my policy. Okay. Uh, what's the name of the agency you work for? Work Smart Staffing. And the last four of your Social? 8855. Okay. And your first and last name? Carlton Brown. And then if you will just verify your address and date of birth. 212 East Henrietta, Greenwood, South Carolina, 29649. 09-12-1982 is my birthday. Phone number is 864-309-7527? Yes. What's up, little man? And then email is gonna be first name jamalabrown@gmail.com? Yes. Okay. And are you just wanting to cancel the medical or the dental or everything that you're enrolled into? Um, you could leave the dental and cancel the medical. Okay. Um. Let's see. So with canceling the medical and just leaving the dental, i- it would bring your, uh, weekly deduction down to \$9.93 a week. Okay. Um, now I will say, cancellations are not immediate. It typically takes about one to two weeks for the cancellation to be processed through your payroll. So you may see one to two more payroll deductions for medical. If you do- Okay. ... of course, it will provide the coverage you're paying for until your payroll has processed it on their end. Okay. Was there anything else you might need help with? No, that's it. All righty. You have a wonderful day. Okay, you too. Carlito! Thank you-

### **Conversation Format**

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

Speaker speaker\_1: I was wondering, uh, what I had to do to cancel my policy.

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

Speaker speaker\_1: Work Smart Staffing.

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

Speaker speaker\_1: 8855.

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

Speaker speaker\_1: Carlton Brown.

Speaker speaker\_0: And then if you will just verify your address and date of birth.

Speaker speaker\_1: 212 East Henrietta, Greenwood, South Carolina, 29649. 09-12-1982 is my birthday.

Speaker speaker\_0: Phone number is 864-309-7527?

Speaker speaker\_1: Yes. What's up, little man?

Speaker speaker\_0: And then email is gonna be first name jamalabrown@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. And are you just wanting to cancel the medical or the dental or everything that you're enrolled into?

Speaker speaker\_1: Um, you could leave the dental and cancel the medical.

Speaker speaker\_0: Okay. Um. Let's see. So with canceling the medical and just leaving the dental, i- it would bring your, uh, weekly deduction down to \$9.93 a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, now I will say, cancellations are not immediate. It typically takes about one to two weeks for the cancellation to be processed through your payroll. So you may see one to two more payroll deductions for medical. If you do-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... of course, it will provide the coverage you're paying for until your payroll has processed it on their end.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else you might need help with?

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

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

Speaker speaker\_1: Okay, you too. Carlito!

Speaker speaker\_0: Thank you-