

Transcript: Chris Sofield (deactivated)-4529002331291648-5797842272960512

Full Transcript

Thank you for calling Benefits on the Card. This is Chris. How can I help you today? Hey, Chris. Um, this is... My name's, uh, Glen Warren. Uh, I'm a m- I'm a, a employee of, of Surge and, um, on my paycheck, I'd like to cancel that, that, that, uh, it, it's medical cards. Okay, we can do that. Let me s- What's the last four, what's the last four of your Social? Uh, 27 58. One moment. Mr. Warren, could you verify your address and your date of birth for me? 200, uh, Kopecki Road, Selma, Alabama 36701. And the date of birth, sir? January the 8th, '77. Thank you. We have a phone number on file of 334-419-8998. Is that correct? Yes, sir. All right. I'll go ahead and start that cancellation for you. Please be aware, cancellation does take one to two weeks to fully process. It's got to go back through Surge's payroll teams as well. During this timeframe, you may see one or two more deductions providing one or two final weeks of coverage. But if you see any further deductions, it'll only be two at the most. Okay. All right. Anything else? That'll be all. All right. Thanks for calling and have a good day. All right. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on the Card. This is Chris. How can I help you today?

Speaker speaker_1: Hey, Chris. Um, this is... My name's, uh, Glen Warren. Uh, I'm a m- I'm a, a employee of, of Surge and, um, on my paycheck, I'd like to cancel that, that, that, uh, it, it's medical cards.

Speaker speaker_0: Okay, we can do that.

Speaker speaker_1: Let me s-

Speaker speaker_0: What's the last four, what's the last four of your Social?

Speaker speaker_1: Uh, 27 58.

Speaker speaker_0: One moment. Mr. Warren, could you verify your address and your date of birth for me?

Speaker speaker_1: 200, uh, Kopecki Road, Selma, Alabama 36701.

Speaker speaker_0: And the date of birth, sir?

Speaker speaker_1: January the 8th, '77.

Speaker speaker_0: Thank you. We have a phone number on file of 334-419-8998. Is that correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: All right. I'll go ahead and start that cancellation for you. Please be aware, cancellation does take one to two weeks to fully process. It's got to go back through Surge's payroll teams as well. During this timeframe, you may see one or two more deductions providing one or two final weeks of coverage. But if you see any further deductions, it'll only be two at the most.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: That'll be all.

Speaker speaker_0: All right. Thanks for calling and have a good day.

Speaker speaker_1: All right. Bye.