

Transcript: Chris Sofield (deactivated)-5012866325331968-6549602712993792

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? How you doing, Chris? I'm doing all right, sir. How about yourself? Uh, I can't complain. I'm calling, my reason for calling is, uh, I got issued insurance through, I guess, through y'all from Surge. I would like to opt out of that. I don't, I already got insurance. Okay. Let me pull your- I just, I just... Okay. All right. Let me pull your file up and see what I can do. What, uh, what's the last four of your social? 2514. Thank you. And your first and last name, sir? John, J-O-H-N, Swift, S-W-I-F-T. Thank you. One moment. All right, Mr. Swift, could you verify your address and date of birth for me, please? Uh, 138 Riverview Avenue, Aliquippa, PA 51001. Date of birth is 9/12/78. Thank you. We've got a phone number on file. It's like 724-513-6908. Is that correct? That's correct. All right. All right. I'll go ahead and start a cancellation on that for you. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Surge's payroll team. Uh, during this timeframe, you may or may not see one or two deductions providing one or two final weeks of coverage. But if you do, you'd only see two at the most. Okay. All right. And can I- So two from, two from this pay period or next pay period? Uh, so one, one or two more weeks with d- with deductions, but no more than two. Okay. All right. Thanks, big fella. No problem. Thanks again for calling and have a wonderful day. What's your name, sir? What's your name again? My name is Chris. Chris. All right. Thanks, Chris. No problem, Mr. Swift. Thanks for calling. Bye, now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: How you doing, Chris?

Speaker speaker_1: I'm doing all right, sir. How about yourself?

Speaker speaker_2: Uh, I can't complain. I'm calling, my reason for calling is, uh, I got issued insurance through, I guess, through y'all from Surge. I would like to opt out of that. I don't, I already got insurance.

Speaker speaker_1: Okay. Let me pull your-

Speaker speaker_2: I just, I just... Okay.

Speaker speaker_1: All right. Let me pull your file up and see what I can do. What, uh, what's the last four of your social?

Speaker speaker_2: 2514.

Speaker speaker_1: Thank you. And your first and last name, sir?

Speaker speaker_2: John, J-O-H-N, Swift, S-W-I-F-T.

Speaker speaker_1: Thank you. One moment. All right, Mr. Swift, could you verify your address and date of birth for me, please?

Speaker speaker_2: Uh, 138 Riverview Avenue, Aliquippa, PA 51001. Date of birth is 9/12/78.

Speaker speaker_1: Thank you. We've got a phone number on file. It's like 724-513-6908. Is that correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All right. All right. I'll go ahead and start a cancellation on that for you. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Surge's payroll team. Uh, during this timeframe, you may or may not see one or two deductions providing one or two final weeks of coverage. But if you do, you'd only see two at the most.

Speaker speaker_2: Okay.

Speaker speaker_1: All right. And can I-

Speaker speaker_2: So two from, two from this pay period or next pay period?

Speaker speaker_1: Uh, so one, one or two more weeks with d- with deductions, but no more than two.

Speaker speaker_2: Okay. All right. Thanks, big fella.

Speaker speaker_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_2: What's your name, sir? What's your name again?

Speaker speaker_1: My name is Chris.

Speaker speaker_2: Chris. All right. Thanks, Chris.

Speaker speaker_1: No problem, Mr. Swift. Thanks for calling. Bye, now.