

Transcript: Chris Sofield

(deactivated)-5311232477544448-5201757485711360

Full Transcript

Benefits on a Card, this is Chris. How can I... Hello? Hello. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. I was calling to, um, to cancel my enrollment. Um, I guess I didn't, uh, do it in time. I, I believe I'm enrolled automatically- Okay. ... I guess. Huh? Okay, what staffing company do you work with? Uh, Surge. And the last four of your Social? 0113. Thank you. Um, your first and last name? Jessica Lopez. Thank you. Ms. Lopez, could you verify your address and your date of birth for me? Um, 11/17/1995. Um, not sure what address I might have on file. Uh, 7339 Woodward, Apartment 209, 60517. That's Woodridge, Illinois. Okay. Yeah. That's the one that we have. We have a phone number on file for you at -409-8781. Is that correct? Yes, uh... Oh, okay. I'll go ahead and start that cancellation process for you. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Surge's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. Okay, cool. Thank you. You're welcome. Anything else? That is it. You have a great day. You as well. Thanks again for calling. Mm-bye now. Goodbye.

Conversation Format

Speaker speaker_0: Benefits on a Card, this is Chris. How can I...

Speaker speaker_1: Hello?

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

Speaker speaker_1: Hi. I was calling to, um, to cancel my enrollment. Um, I guess I didn't, uh, do it in time. I, I believe I'm enrolled automatically-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I guess. Huh?

Speaker speaker_0: Okay, what staffing company do you work with?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 0113.

Speaker speaker_0: Thank you. Um, your first and last name?

Speaker speaker_1: Jessica Lopez.

Speaker speaker_0: Thank you. Ms. Lopez, could you verify your address and your date of birth for me?

Speaker speaker_1: Um, 11/17/1995. Um, not sure what address I might have on file. Uh, 7339 Woodward, Apartment 209, 60517. That's Woodridge, Illinois.

Speaker speaker_0: Okay. Yeah. That's the one that we have. We have a phone number on file for you at -409-8781. Is that correct?

Speaker speaker_1: Yes, uh...

Speaker speaker_0: Oh, okay. I'll go ahead and start that cancellation process for you. Just be aware, cancellation does take one to two weeks to fully process. It's gotta go through Surge's payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most.

Speaker speaker_1: Okay, cool. Thank you.

Speaker speaker_0: You're welcome. Anything else?

Speaker speaker_1: That is it. You have a great day.

Speaker speaker_0: You as well. Thanks again for calling. Mm-bye now.

Speaker speaker_1: Goodbye.