

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card, this is Chris. How can I help you today? Hi, Chris. I was calling to see... to cancel the benefits on the card. Okay. What staffing company do you work with? Surge. And the last four of your social? 6083. Thank you. Your first and last name? Latisha, L-A-T-I-S-H-A. Jones is last name. All right. Can you verify your address and date of birth for me, Ms. Jones? Yes. Uh... What address they put on there? Is it 22 8 Magnolia Road, Lanette? Uh, yes. Uh, that's the beginning of the address that we have on file. Could I get the state and zip code as well? Lanette, Alabama 36833. Thank you. And what was the date of birth? 6/22/87. Thank you. All right. So on our file we have a 706-589-1172, is that correct? Correct. All right. All right. Yeah, I can go ahead and start the 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'd only see two at the most. Okay? Um, no, I don't think so. I didn't miss it. I might check. I thought I canceled it one time before. No, ma'am. We s- we show no, uh, no previous contact with you. All right. All right. Anything else? Thank you. No, good. We are on. All right. Thanks for calling and have a good day. You too.

Conversation Format

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

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

Speaker speaker_2: Hi, Chris. I was calling to see... to cancel the benefits on the card.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Surge.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6083.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Latisha, L-A-T-I-S-H-A. Jones is last name.

Speaker speaker_1: All right. Can you verify your address and date of birth for me, Ms. Jones?

Speaker speaker_2: Yes. Uh... What address they put on there? Is it 22 8 Magnolia Road, Lanette?

Speaker speaker_1: Uh, yes. Uh, that's the beginning of the address that we have on file. Could I get the state and zip code as well?

Speaker speaker_2: Lanette, Alabama 36833.

Speaker speaker_1: Thank you. And what was the date of birth?

Speaker speaker_2: 6/22/87.

Speaker speaker_1: Thank you. All right. So on our file we have a 706-589-1172, is that correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. All right. Yeah, I can go ahead and start the 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'd only see two at the most. Okay?

Speaker speaker_2: Um, no, I don't think so. I didn't miss it. I might check. I thought I canceled it one time before.

Speaker speaker_1: No, ma'am. We s- we show no, uh, no previous contact with you.

Speaker speaker_2: All right. All right.

Speaker speaker_1: Anything else?

Speaker speaker_2: Thank you. No, good. We are on.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too.