

Transcript: Chris Sofield (deactivated)-5950897755471872-4942596318117888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling 777-6667. This is Chris. How can I help you today? Hi, Chris. You didn't have to file. Um, it's Shavika. Uh, uh, how can I help? Hi. Okay. So I got my number mixed up and I had to look up my old Social Security. It's been a day. So I have my last four. Okay. Uh, go ahead with that. Six, nine, two, two. Six, nine, two, two. Okay. One moment. There we go. Let me fix this. Um... All right. Can you verify your address and your date of birth for me? So I have two addresses because one of them is a business address and one of them's a home address, so I can give you both of them just in case. I don't remember what I have on file, but I'll give you my business address at first which is 11601 Shadow Creek Parkway, Suite 11143 Pearland, Texas 77584, or it is 12324 Brenden Bregge Drive, Houston, Texas 77047. Uh, yes. It's the Pearland one. Okay. Yeah. So that's why- because I have two different addresses so I'm like, "I don't know which one I used." So... Okay. And then your date of birth? 07/29/93. All right. Thank you. Then we have a phone on file 757-739-3428? Yes. Okay. One moment. All right. Yeah. I do see here that you have dental, life, and vision for yourself and spouse. You just want to cancel that? Yes, please. All right. We can go ahead and do that. Just be aware, cancellation does take one to two weeks to process. Um, it's got to go back through Create a Circle's payroll teams as well. You may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay. So by the end of the month basically? Yeah. Uh, after the two weeks at most it should, you should stop seeing deductions. Um, if you see any further after that, then yeah, just definitely give us a call. We'll look into it. Okay. Sounds good. All right. Anything else? That's it. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling 777-6667. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. You didn't have to file. Um, it's Shavika.

Speaker speaker_1: Uh, uh, how can I help?

Speaker speaker_2: Hi. Okay. So I got my number mixed up and I had to look up my old Social Security. It's been a day. So I have my last four.

Speaker speaker_1: Okay. Uh, go ahead with that.

Speaker speaker_2: Six, nine, two, two.

Speaker speaker_1: Six, nine, two, two. Okay. One moment. There we go. Let me fix this. Um... All right. Can you verify your address and your date of birth for me?

Speaker speaker_2: So I have two addresses because one of them is a business address and one of them's a home address, so I can give you both of them just in case. I don't remember what I have on file, but I'll give you my business address at first which is 11601 Shadow Creek Parkway, Suite 11143 Pearland, Texas 77584, or it is 12324 Brenden Bregge Drive, Houston, Texas 77047.

Speaker speaker_1: Uh, yes. It's the Pearland one.

Speaker speaker_2: Okay. Yeah. So that's why- because I have two different addresses so I'm like, "I don't know which one I used." So...

Speaker speaker_1: Okay. And then your date of birth?

Speaker speaker_2: 07/29/93.

Speaker speaker_1: All right. Thank you. Then we have a phone on file 757-739-3428?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment. All right. Yeah. I do see here that you have dental, life, and vision for yourself and spouse. You just want to cancel that?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All right. We can go ahead and do that. Just be aware, cancellation does take one to two weeks to process. Um, it's got to go back through Create a Circle's payroll teams as well. You may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most.

Speaker speaker_2: Okay. So by the end of the month basically?

Speaker speaker_1: Yeah. Uh, after the two weeks at most it should, you should stop seeing deductions. Um, if you see any further after that, then yeah, just definitely give us a call. We'll look into it.

Speaker speaker_2: Okay. Sounds good.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye.