

Transcript: Chris Sofield

(deactivated)-6466528183009280-4872801949794304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hello, thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yeah, I want to cancel this. I never... I didn't know I got opted into it, but I want to cancel it. I already have insurance. Okay, what staffing company do you work with? Hello, what staffing company do you work with? Surge. Thank you, and the last four of your Social? 9250. All right, and your first and last name? Brittany Bringhurst. Thank you, Ms. Bringhurst. Could you verify your address and date of birth for me please? 1409 Tappan Street, Cullman, Alabama, and my birthday is January 7th '92. Thank you. Phone on file of 615-723-0374. Is that correct? Yes, sir. Yes, sir. Okay. All right, yeah. W- we can go ahead and start a cancellation 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 deductions providing one or two weeks of coverage, but you will only see two... Yeah. This has been like, what, 70 bucks? How much has I been taken out of my check? Uh, fif- uh, the deductions are \$15.16 per week, so anything over that is not... has nothing to do with insurance. Okay, thank you. You're welcome. Thanks again for calling and have a good day. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: Hello?

Speaker speaker_2: Hello, thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yeah, I want to cancel this. I never... I didn't know I got opted into it, but I want to cancel it. I already have insurance.

Speaker speaker_2: Okay, what staffing company do you work with? Hello, what staffing company do you work with?

Speaker speaker_1: Surge.

Speaker speaker_2: Thank you, and the last four of your Social?

Speaker speaker_1: 9250.

Speaker speaker_2: All right, and your first and last name?

Speaker speaker_1: Brittany Bringhurst.

Speaker speaker_2: Thank you, Ms. Bringhurst. Could you verify your address and date of birth for me please?

Speaker speaker_1: 1409 Tappan Street, Cullman, Alabama, and my birthday is January 7th '92.

Speaker speaker_2: Thank you. Phone on file of 615-723-0374. Is that correct?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_2: Okay. All right, yeah. W- we can go ahead and start a cancellation 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 deductions providing one or two weeks of coverage, but you will only see two...

Speaker speaker_1: Yeah. This has been like, what, 70 bucks? How much has I been taken out of my check?

Speaker speaker_2: Uh, fif- uh, the deductions are \$15.16 per week, so anything over that is not... has nothing to do with insurance.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: You're welcome. Thanks again for calling and have a good day.

Speaker speaker_1: All right, bye-bye.