

Transcript: Chris Sofield

(deactivated)-6584761640239104-5028121275219968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hi, Chris. Um, I'm calling to... Uh, I'm sitting here with my husband and he's a member of, um, what is it called? Surge. Surge. And he's wanting to cancel his plan. Is, uh, is he available? I need to speak with him to do that. Yeah, I'm here. I'm sitting right behind there... beside her. Yeah, I'm here. Okay. Okay, sir. What's the last four of your Social? The last, uh, three. 0344. 0344. And your first and last name? Stefan Webber. Double F. All right. Mr. Webber, could you verify your address and your date of birth for me, please? Yeah. 738 Amanda Avenue NW, Strasburg, 44680, Ohio. Birth is 10/10/1964. Thank you. I have a phone number on file for you at 334-44- sorry, 330-440-1452. Is that correct? Yes, correct. All right. And let's see here. All right. Yeah, we can go ahead and start that cancellation process for you. Just please be aware, cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll team as well. During this timeframe, you may still see one or two more deductions provided, uh, providing one or two final weeks of coverage. However, if you see any further deductions, you would only see two at the most. Okay. All right. Anything else? No. Uh, that's all what I want. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. Thanks. Bye. Oops. You're welcome. Bye now. It was great.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi, Chris. Um, I'm calling to... Uh, I'm sitting here with my husband and he's a member of, um, what is it called?

Speaker speaker_3: Surge.

Speaker speaker_2: Surge. And he's wanting to cancel his plan.

Speaker speaker_1: Is, uh, is he available? I need to speak with him to do that.

Speaker speaker_3: Yeah, I'm here. I'm sitting right behind there... beside her. Yeah, I'm here.

Speaker speaker_1: Okay. Okay, sir. What's the last four of your Social?

Speaker speaker_3: The last, uh, three. 0344.

Speaker speaker_1: 0344. And your first and last name?

Speaker speaker_3: Stefan Webber. Double F.

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

Speaker speaker_3: Yeah. 738 Amanda Avenue NW, Strasburg, 44680, Ohio. Birth is 10/10/1964.

Speaker speaker_1: Thank you. I have a phone number on file for you at 334-44- sorry, 330-440-1452. Is that correct?

Speaker speaker_3: Yes, correct.

Speaker speaker_1: All right. And let's see here. All right. Yeah, we can go ahead and start that cancellation process for you. Just please be aware, cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll team as well. During this timeframe, you may still see one or two more deductions provided, uh, providing one or two final weeks of coverage. However, if you see any further deductions, you would only see two at the most.

Speaker speaker_3: Okay.

Speaker speaker_1: All right. Anything else?

Speaker speaker_3: No. Uh, that's all what I want. Thank you.

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

Speaker speaker_3: You too. Thanks. Bye.

Speaker speaker_1: Oops. You're welcome. Bye now.

Speaker speaker_3: It was great.