

Transcript: Francesca

Baez-4747267014180864-6611231011028992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Francesca. How can I assist you today? Um, yes, ma'am. My name's Amy Pool and I work for Surge, and I would like to be taken off that, um, the medical insurance thing. I don't... I, I have Medicaid so I don't need that. We will ask one of your social to look at the account. It's, um, four, one... I mean it was... Hang on. 3185. . That was not written- Just verify your mailing address and date of birth. It's 411 Mountain Royal Trails, Ridgeway, Virginia, 24148. And what else? What's the new mail address? Your date of birth. 12/06/1977. We have best contact to 762-52-6776. Yes, ma'am. And for the purpose of the line being recorded, you stated you would like to cancel your current benefits with Surge Staffing? Yes, ma'am. I put in a request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process through. You may experience one to two more deductions while we are in process. Right. Uh, because I already been told that. Yeah. Thanks. . Of course. Was there anything else we can assist you with today? That's it. I hope you have a wonderful rest of your day. Thank you for your time and calling Benefits in a Card today. I thank you. I hope you do as well. Thank you. Bye-bye. Thank you. 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 Benefits in a Card. My name is Francesca. How can I assist you today?

Speaker speaker_2: Um, yes, ma'am. My name's Amy Pool and I work for Surge, and I would like to be taken off that, um, the medical insurance thing. I don't... I, I have Medicaid so I don't need that.

Speaker speaker_1: We will ask one of your social to look at the account.

Speaker speaker_2: It's, um, four, one... I mean it was... Hang on. 3185. .

Speaker speaker_3: That was not written-

Speaker speaker_1: Just verify your mailing address and date of birth.

Speaker speaker_2: It's 411 Mountain Royal Trails, Ridgeway, Virginia, 24148. And what else? What's the new mail address?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 12/06/1977.

Speaker speaker_1: We have best contact to 762-52-6776.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And for the purpose of the line being recorded, you stated you would like to cancel your current benefits with Surge Staffing?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I put in a request for the cancellation. Please keep in mind, cancellations take seven to ten business days to process through. You may experience one to two more deductions while we are in process.

Speaker speaker_2: Right. Uh, because I already been told that. Yeah. Thanks. .

Speaker speaker_1: Of course. Was there anything else we can assist you with today?

Speaker speaker_2: That's it.

Speaker speaker_1: I hope you have a wonderful rest of your day. Thank you for your time and calling Benefits in a Card today.

Speaker speaker_2: I thank you. I hope you do as well. Thank you. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.