

## Transcript: Francesca

**Baez-5194336380076032-4836549967953920**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'Clock. My name is Francesca. How can I assist you today? Hello. Good morning. Yes. Hello, good morning. Good morning. Please, uh, Surge, I'm calling, I'm Philomena Onyewotu. I got your benefit card. Are you hearing me? Yes, ma'am. How can we help you? Yeah. We got the benefit card. I declined. I don't need it because I'm matched with my husband's own benefit card on insurance. So I don't need it. That's why I am calling. I just got this mail. This email. Mm-hmm. So it's going- Yeah, yeah. So it's account benefits with Surge because you already have coverage with your spouse, correct? Yes, please. I decline. Cancel it. What are the- I don't need it. Okay. What are the last four of your social? Huh? Yes, ma'am. What are the last four digits of your Social Security number so I can locate your account? I said cancel it. I don't need it. Yes, ma'am. But when you called in, I don't have anything in front of me. I need to look for your account to cancel it. Therefore, I need the last four of your Social if you wouldn't mind, please. Okay, 0143. And the last name? O-Onyewotu. O-N-Y-E-W-O-T-U. Could you please verify your mailing address and date of birth to make sure I have located the right account? What? Can you verify your mailing address and your date of birth to make sure I have the right account? Yeah. It's 36, 35 East Park Road Drive. Okay. 3061 East Park Road Drive, Allentown. All right. And what is your date of birth? Your birthday? I don't like all this information you're asking me. I said I don't need the card. You de- I decline. You just cancel it. I understand ma'am. I don't like this information. Please. I understand, but there's a process that I have to follow through. The only thing I'm missing for you is your date of birth for me to make sure it's the right account and be able to process the cancellation. Please. 04/01/1966. Oh, okay. I have your phone number as 682-410-1828. Yeah. And the email, we have it as last name, letter p, @gmail.com. Yes. Okay. And then just due to the line being recorded, you have stated you want to cancel coverage with Surge staffing, correct? Yes. I want to cancel it. Okay. I put in the request for them to cancel it. Please keep in mind cancellations take seven to 10 business days to process. So you may experience one to two more deductions till it's being completed. Okay. Please cancel it. Thanks for doing that. No problem. It is all set. The only thing that we have left to do is just wait for it to finish processing, okay? Okay. All right. Was there anything else I can assist you with today? Uh, no, no. Nothing. All right. Have a wonderful rest of your day. Thank you for your time today. Uh, please, I'm not clear. Yes, ma'am? What you said last, I didn't understand what you said. Yes, ma'am. I was saying thank you for calling us today and to have a wonderful rest of your day. And you too. God bless you. Thank you. Okay. Okay, bye-bye. 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 10 o'Clock. My name is Francesca. How can I assist you today?

Speaker speaker\_2: Hello. Good morning.

Speaker speaker\_1: Yes. Hello, good morning.

Speaker speaker\_2: Good morning. Please, uh, Surge, I'm calling, I'm Philomena Onyewotu. I got your benefit card. Are you hearing me?

Speaker speaker\_1: Yes, ma'am. How can we help you?

Speaker speaker\_2: Yeah. We got the benefit card. I declined. I don't need it because I'm matched with my husband's own benefit card on insurance. So I don't need it. That's why I am calling. I just got this mail. This email.

Speaker speaker\_1: Mm-hmm. So it's going-

Speaker speaker\_2: Yeah, yeah.

Speaker speaker\_1: So it's account benefits with Surge because you already have coverage with your spouse, correct?

Speaker speaker\_2: Yes, please. I decline. Cancel it.

Speaker speaker\_1: What are the-

Speaker speaker\_2: I don't need it.

Speaker speaker\_1: Okay. What are the last four of your social?

Speaker speaker\_2: Huh?

Speaker speaker\_1: Yes, ma'am. What are the last four digits of your Social Security number so I can locate your account?

Speaker speaker\_2: I said cancel it. I don't need it.

Speaker speaker\_1: Yes, ma'am. But when you called in, I don't have anything in front of me. I need to look for your account to cancel it. Therefore, I need the last four of your Social if you wouldn't mind, please.

Speaker speaker\_2: Okay, 0143.

Speaker speaker\_1: And the last name?

Speaker speaker\_2: O- Onyewotu. O-N-Y-E-W-O-T-U.

Speaker speaker\_1: Could you please verify your mailing address and date of birth to make sure I have located the right account?

Speaker speaker\_2: What?

Speaker speaker\_1: Can you verify your mailing address and your date of birth to make sure I have the right account?

Speaker speaker\_2: Yeah. It's 36, 35 East Park Road Drive.

Speaker speaker\_1: Okay.

Speaker speaker\_2: 3061 East Park Road Drive, Allentown.

Speaker speaker\_1: All right. And what is your date of birth? Your birthday?

Speaker speaker\_2: I don't like all this information you're asking me. I said I don't need the card. You de- I decline. You just cancel it.

Speaker speaker\_1: I understand ma'am.

Speaker speaker\_2: I don't like this information. Please.

Speaker speaker\_1: I understand, but there's a process that I have to follow through. The only thing I'm missing for you is your date of birth for me to make sure it's the right account and be able to process the cancellation.

Speaker speaker\_2: Please. 04/01/1966.

Speaker speaker\_1: Oh, okay. I have your phone number as 682-410-1828.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And the email, we have it as last name, letter p, @gmail.com.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then just due to the line being recorded, you have stated you want to cancel coverage with Surge staffing, correct?

Speaker speaker\_2: Yes. I want to cancel it.

Speaker speaker\_1: Okay. I put in the request for them to cancel it. Please keep in mind cancellations take seven to 10 business days to process. So you may experience one to two more deductions till it's being completed.

Speaker speaker\_2: Okay. Please cancel it. Thanks for doing that.

Speaker speaker\_1: No problem. It is all set. The only thing that we have left to do is just wait for it to finish processing, okay?

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right. Was there anything else I can assist you with today?

Speaker speaker\_2: Uh, no, no. Nothing.

Speaker speaker\_1: All right. Have a wonderful rest of your day. Thank you for your time today.

Speaker speaker\_2: Uh, please, I'm not clear.

Speaker speaker\_1: Yes, ma'am?

Speaker speaker\_2: What you said last, I didn't understand what you said.

Speaker speaker\_1: Yes, ma'am. I was saying thank you for calling us today and to have a wonderful rest of your day.

Speaker speaker\_2: And you too. God bless you.

Speaker speaker\_1: Thank you.

Speaker speaker\_2: Okay. Okay, bye-bye.

Speaker speaker\_1: Bye-bye.