

Transcript: Justin

Mills-5151698231934976-6127066480820224

Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah, my name is Patricia Fluga, and I work through Surge in Tiffin, Ohio. And evidently, I got signed up for some type of insurance that I don't want. Okay. So Surge Staffing, what's the last four of your social? The last four of my social? Correct. It's 2573. And for security purposes, can you verify your home address including city, state and zip code, Patricia? It's 284 South Sandusky Street, Tiffin, with a T as in Tom, Ohio 44883. And confirm your date of birth? It's 5/2/65. And a good telephone number I have is 419-961-2585? Yes. And the email I have is patricia@gmail.com? Yeah. Okay. Um, so looking at the files, Surge auto-enrolled you into their automatic medical plan that they do to all of their new hires. Okay. I don't want that. Okay. Um, so I can go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay with Patricia? All right. Thank you. You're welcome. You have a great day, okay? You have a good day too. Thank you. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, my name is Patricia Fluga, and I work through Surge in Tiffin, Ohio. And evidently, I got signed up for some type of insurance that I don't want.

Speaker speaker_0: Okay. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: The last four of my social?

Speaker speaker_0: Correct.

Speaker speaker_1: It's 2573.

Speaker speaker_0: And for security purposes, can you verify your home address including city, state and zip code, Patricia?

Speaker speaker_1: It's 284 South Sandusky Street, Tiffin, with a T as in Tom, Ohio 44883.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: It's 5/2/65.

Speaker speaker_0: And a good telephone number I have is 419-961-2585?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is patricia@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so looking at the files, Surge auto-enrolled you into their automatic medical plan that they do to all of their new hires.

Speaker speaker_1: Okay. I don't want that.

Speaker speaker_0: Okay. Um, so I can go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So, it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay with Patricia?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You have a good day too. Thank you.

Speaker speaker_0: Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye-bye.