

Transcript: Justin

Mills-5505882397523968-6503853817774080

Full Transcript

Thank you for calling Benefits and Occurrences. This is Justin. How can I help you today? Yes, hi. I was calling because I was informed I needed to call this number to opt out of the benefit. Okay. What's that staffing agency you work for? Surge. And the last four of your Social? 5882. And what was your first and last name? Nastasia Dean. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Yes. 527 Clinton Street, Marion, Ohio, 43302. And confirm your date of birth? 5/11/84. And a good telephone number have is 567-378-0569. Yes. And the email I have is nastasiedean257@gmail? Yes, correct. Okay. So looking at the file, looks like Surge auto-enrolled you into the medical plan anyways. Um, so I'll- however, I'll go ahead and cancel that for you. Okay. But 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 will be officially canceled. Okay, Ms. Dean? Okay. No problem. Thank you. You're welcome. You have a great day, okay? You too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, hi. I was calling because I was informed I needed to call this number to opt out of the benefit.

Speaker speaker_0: Okay. What's that staffing agency you work for?

Speaker speaker_1: Surge.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 5882.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Nastasia Dean.

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

Speaker speaker_1: Yes. 527 Clinton Street, Marion, Ohio, 43302.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 5/11/84.

Speaker speaker_0: And a good telephone number have is 567-378-0569.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is nastasiedean257@gmail?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: Okay. So looking at the file, looks like Surge auto-enrolled you into the medical plan anyways. Um, so I'll- however, I'll go ahead and cancel that for you.

Speaker speaker_1: Okay.

Speaker speaker_0: But 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 will be officially canceled. Okay, Ms. Dean?

Speaker speaker_1: Okay. No problem. Thank you.

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

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.