

Transcript: Justin

Mills-5709900796444672-5873240684412928

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. My name is Robert Humphries and I'm an employee with Surge Staffing, right? Mm-hmm. You hear me? Yeah, I hear you. And I want to, I want to cancel my healthcare benefits, so I'm going to repeat it again. I want to cancel it. I don't want to, I don't want to be involved with it. I want my- Surge Staffing. Yeah. What's the last four of your Social? 9025. And for security purposes, could you verify your home address, including city, state and zip code, Robert? Yes, sir. 606 West College Street, Apartment B, 30224. And confirm your date of birth? 11/04/1972. And a good telephone number I have is 470-569-3324? Correct. And the email I have is humphriesrobert21@gmail? Correct. Okay, so I'll 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, Mr. Humphries? All right, thank you, sir. You're welcome. You have a great weekend, okay? You too. All right.

Conversation Format

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

Speaker speaker_1: Yes, sir. My name is Robert Humphries and I'm an employee with Surge Staffing, right?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: You hear me?

Speaker speaker_0: Yeah, I hear you.

Speaker speaker_1: And I want to, I want to cancel my healthcare benefits, so I'm going to repeat it again. I want to cancel it. I don't want to, I don't want to be involved with it. I want my-

Speaker speaker_0: Surge Staffing.

Speaker speaker_1: Yeah.

Speaker speaker_0: What's the last four of your Social?

Speaker speaker_1: 9025.

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

Speaker speaker_1: Yes, sir. 606 West College Street, Apartment B, 30224.

Speaker speaker_0: And confirm your date of birth?

Speaker speaker_1: 11/04/1972.

Speaker speaker_0: And a good telephone number I have is 470-569-3324?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is humphriesrobert21@gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so I'll 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, Mr. Humphries?

Speaker speaker_1: All right, thank you, sir.

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

Speaker speaker_1: You too.

Speaker speaker_0: All right.