

## **Transcript: Justin**

**Mills-5766222464466944-5807590649937920**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. I needed to, uh, cancel the elections I made when I filled out the onboarding for Surge. Okay. So Surge Staffing. What's the last four of your Social? 2064. And your first and last name? Jason Church. And for security purposes, can you verify your home address, including city, state and zip code, Jason? 463 Locust Lane, Troy, Ohio 45373. And your date of birth? August 12, 1978. And a good telephone number I have is 937-608-2744. Correct. And the email I have is laura\_jasochurch@outlook.com? That is correct as well. Okay. Um, so let's see here. 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, Jason? Okay. Okay. Is there anything else I could help you out with today? Nope. That was it. Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. All right? Thanks. You too. Thank you. 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 in a Card. This is Justin. How can I help you today?

Speaker speaker\_2: Hi. I needed to, uh, cancel the elections I made when I filled out the onboarding for Surge.

Speaker speaker\_1: Okay. So Surge Staffing. What's the last four of your Social?

Speaker speaker\_2: 2064.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jason Church.

Speaker speaker\_1: And for security purposes, can you verify your home address, including city, state and zip code, Jason?

Speaker speaker\_2: 463 Locust Lane, Troy, Ohio 45373.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_2: August 12, 1978.

Speaker speaker\_1: And a good telephone number I have is 937-608-2744.

Speaker speaker\_2: Correct.

Speaker speaker\_1: And the email I have is laura\_jasochurch@outlook.com?

Speaker speaker\_2: That is correct as well.

Speaker speaker\_1: Okay. Um, so let's see here. 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, Jason?

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Is there anything else I could help you out with today?

Speaker speaker\_2: Nope. That was it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits in a Card, and I hope you have a wonderful day. All right?

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Bye.