

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes. My name is Patrick. I work at Surge. Um, I was trying to see if I could, um, opt out out of the insurance, or if it, I was already signed up, can I cancel it? Yeah. Let me check on that for you. So Surge Staffing, what's the last four of your social? Um, it's 2086. And what was your last name, Patrick? Careless. Okay. And for security purposes, can you verify your home address, including city, state and zip code? Um, I might have moved, so I don't know if it's still, still there. But the address is, um, 1472 East, um, Fulton Street, Columbus, Ohio 43205. Okay. That's the address I had on file. And your date of birth? And my date of birth, aye, one second. And your date of birth? Is January 20th, 1986. And the telephone number I have is 239-834-2685. 834-250, yeah. And the email I have is your first and last name 30 at Gmail? Yes, sir. 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? All right. Um, quick question, too. If um, within that week I end up going to the hospital, would I still be covered since I'm still paying? Correct. All right. Sounds good. Thank you so much. You're welcome. You have a great day, okay? All right.

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: Uh, yes. My name is Patrick. I work at Surge. Um, I was trying to see if I could, um, opt out out of the insurance, or if it, I was already signed up, can I cancel it?

Speaker speaker_0: Yeah. Let me check on that for you. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: Um, it's 2086.

Speaker speaker_0: And what was your last name, Patrick?

Speaker speaker_1: Careless.

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

Speaker speaker_1: Um, I might have moved, so I don't know if it's still, still there. But the address is, um, 1472 East, um, Fulton Street, Columbus, Ohio 43205.

Speaker speaker_0: Okay. That's the address I had on file. And your date of birth?

Speaker speaker_1: And my date of birth, aye, one second.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: Is January 20th, 1986.

Speaker speaker_0: And the telephone number I have is 239-834-2685.

Speaker speaker_1: 834-250, yeah.

Speaker speaker_0: And the email I have is your first and last name 30 at Gmail?

Speaker speaker_1: Yes, sir.

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?

Speaker speaker_1: All right. Um, quick question, too. If um, within that week I end up going to the hospital, would I still be covered since I'm still paying?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Sounds good. Thank you so much.

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

Speaker speaker_1: All right.