

Transcript: Justin

Mills-6632632064720896-5022316084117504

Full Transcript

Thank you for calling Benefits Card. This is Justin. How can I help you today? Um, hey, this is Jess Kelly. Um, I've worked for Surge and I had some benefits. I just needed to cancel 'em. You said it was taken out \$15? Yeah. Surge Staffing. What's the last four of your social? 1696. And for security purposes, can you verify your home address, including city, state and zip code, Jessica? 563 Ham Road, Albertville, Alabama 35951. And your date of birth? March 14th, '88. And a good telephone number I have is 258-1250? Yes, sir. Yes, sir. And the email I have is jmk.hkf8807 at Gmail? Yes, sir. No, not at Gmail. It's at iCloud. iCloud, okay. Mm-hmm. That may be why I didn't get my benefits. Okay. Um, so I do know that Surge auto enrolls their new hires into that medical plan, so I'll go ahead and cancel it for you. 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 reductions, but after that you should be officially canceled. Okay, Jessica? Okay, thank you. You're welcome. You have a great day, okay? You too. Bye. Bye.

Conversation Format

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

Speaker speaker_1: Um, hey, this is Jess Kelly. Um, I've worked for Surge and I had some benefits. I just needed to cancel 'em. You said it was taken out \$15? Yeah.

Speaker speaker_0: Surge Staffing. What's the last four of your social?

Speaker speaker_1: 1696.

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

Speaker speaker_1: 563 Ham Road, Albertville, Alabama 35951.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 14th, '88.

Speaker speaker_0: And a good telephone number I have is 258-1250?

Speaker speaker_1: Yes, sir. Yes, sir.

Speaker speaker_0: And the email I have is jmk.hkf8807 at Gmail?

Speaker speaker_1: Yes, sir. No, not at Gmail. It's at iCloud.

Speaker speaker_0: iCloud, okay.

Speaker speaker_1: Mm-hmm. That may be why I didn't get my benefits.

Speaker speaker_0: Okay. Um, so I do know that Surge auto enrolls their new hires into that medical plan, so I'll go ahead and cancel it for you. 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 reductions, but after that you should be officially canceled. Okay, Jessica?

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too. Bye.

Speaker speaker_0: Bye.