

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Yeah, this is Chris Overby. I need to cancel whatever's going on where you guys are taking this money out. Um, and who do you work for? Search. May I have the last four digits of your Social? 3018. Your first and last name, ma'am? Christina Overby. Give me one second to find Christina. Ms. Overby, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth? My address? Christina Overby. And date of birth. 1504 Carroll Street, Athens, Ohio 43701, 12-19-1971. Thank you for the information. We have a phone number... I'm sorry. Uh, we have a phone number 234-354-2976 and over, OverbyChris4@gmail.com is your email? Yeah. I could request a cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything- Wow, uh. ... else I can do for you, ma'am? Why does it take that long to cancel it? Well, we, we, we do our part. We send this information to Search and it's up to them how long they take to process the information. We do not have access to your payroll, so... And that's their policy. Okay. All right? Anything else, ma'am? No. No, that's it. All right. Thank you for giving us a call. Have a great rest of the day. You too. 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

Speaker speaker_2: Yeah, this is Chris Overby. I need to cancel whatever's going on where you guys are taking this money out.

Speaker speaker_1: Um, and who do you work for?

Speaker speaker_2: Search.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 3018.

Speaker speaker_1: Your first and last name, ma'am?

Speaker speaker_2: Christina Overby.

Speaker speaker_1: Give me one second to find Christina. Ms. Overby, for security reasons just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: My address? Christina Overby.

Speaker speaker_1: And date of birth.

Speaker speaker_2: 1504 Carroll Street, Athens, Ohio 43701, 12-19-1971.

Speaker speaker_1: Thank you for the information. We have a phone number... I'm sorry. Uh, we have a phone number 234-354-2976 and over, OverbyChris4@gmail.com is your email?

Speaker speaker_2: Yeah.

Speaker speaker_1: I could request a cancellation. It does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. Is there anything-

Speaker speaker_2: Wow, uh.

Speaker speaker_1: ... else I can do for you, ma'am?

Speaker speaker_2: Why does it take that long to cancel it?

Speaker speaker_1: Well, we, we, we do our part. We send this information to Search and it's up to them how long they take to process the information. We do not have access to your payroll, so... And that's their policy.

Speaker speaker_2: Okay.

Speaker speaker_1: All right? Anything else, ma'am?

Speaker speaker_2: No. No, that's it.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too. Bye.