

## **Transcript: Pamela**

**Blanc-6582463569018880-5208528965287936**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may... how may I help you? Yes. Uh, how do I go about canceling insurance with you guys? Um, I could help you with that. Who you work for, sir? Uh, Surge in Columbus, Indiana. Um, Surge. May I have the last four digits of your Social? Uh, 0671. Your first and last name? James Higdon. Mr. Higdon, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah. My date of birth is 4-27-85, and my address is 618 West Flat Rock Road, Flat Rock, Indiana, 47234. Thank you for the information. We have a phone number on file, 606-575-5353, and your email is your last name, first name 21 at gmail.com? Yes. I could request a cancellation of the benefits. 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 else I could do for you, sir? Okay. Now, those deductions, are they still gonna... Are they gonna be able to pay that back or will it be taken- Uh, no. This was an auto-enrollment and Surge give you guys certain amount of time for you to decline the benefits before you get auto-enrolled. So they won't be able to- How much do they- ever- How, how much do they usually take at a time uh, \$15.16. Okay. Anything- All right. Nope, that's it. I appreciate it. Thank you. Thank you for giving us a call. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits and Accord. This is Pamela speaking. How may... how may I help you?

Speaker speaker\_2: Yes. Uh, how do I go about canceling insurance with you guys?

Speaker speaker\_1: Um, I could help you with that. Who you work for, sir?

Speaker speaker\_2: Uh, Surge in Columbus, Indiana.

Speaker speaker\_1: Um, Surge. May I have the last four digits of your Social?

Speaker speaker\_2: Uh, 0671.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: James Higdon.

Speaker speaker\_1: Mr. Higdon, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Yeah. My date of birth is 4-27-85, and my address is 618 West Flat Rock Road, Flat Rock, Indiana, 47234.

Speaker speaker\_1: Thank you for the information. We have a phone number on file, 606-575-5353, and your email is your last name, first name 21 at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: I could request a cancellation of the benefits. 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 else I could do for you, sir?

Speaker speaker\_2: Okay. Now, those deductions, are they still gonna... Are they gonna be able to pay that back or will it be taken-

Speaker speaker\_1: Uh, no. This was an auto-enrollment and Surge give you guys certain amount of time for you to decline the benefits before you get auto-enrolled. So they won't be able to-

Speaker speaker\_2: How much do they-

Speaker speaker\_1: ever-

Speaker speaker\_2: How, how much do they usually take at a time

Speaker speaker\_3: uh, \$15.16.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Anything-

Speaker speaker\_2: All right. Nope, that's it. I appreciate it. Thank you.

Speaker speaker\_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too.