

## **Transcript: Sara**

**Marulanda-5715336914485248-4868464490528768**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? My name is Jeffrey, J-E-F-F-E-R-Y. Brokenborough, B-R-O-K-E-N-B-O-U-G-H. Hello, Mr. Jeffrey, how may I help you? Um, yes, ma'am, I'm working with, uh, Surge, a staffing agency, and I noticed this morning that, um, um, I had got a memo saying that, um, y'all were taking money, like, from me paying insurance and I don't want it. Okay. May I have the last four digits of your Social Security number? 5526. Mr. Brokenborough- Yes. ... and just for security purposes, can you please verify your address and date of birth? 2404 16th Avenue, Apartment B, 11/3/1978. Email's jeffdwayne3@gmail.com? Yes. I need your phone number, it's 353-2185. Okay. I would like to change the phone number because I don't have that number anymore. Oh, yeah, sure. Uh, what is the new number? 573-6143. 573-6143. Is that correct? Yes. Yes. And we want to cancel this coverage. Okay. I already sent the cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. What? Yes, sir? What? Yes, sir? Wha- are you serious? Why can't I just cancel it and be done with? Why you got to deduct more money from me and I'm not even... I don't even want the coverage. Okay, the next week check is this current week. That check is already made. So that check already has the deduction. But the following check, that's what I say, maybe one or two more, because we don't have access to any payrolls. We don't do that. That's Surge. So- Okay, so that... This was canceled? Yes, I already sent a cancellation request. Yes, sir. Okay. Okay, thank you. You're more than welcome. Anything else that I can help you with? No, ma'am. All righty, sir. Have a great day and thank you for calling Benefits in a Cart.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? My name is Jeffrey, J-E-F-F-E-R-Y. Brokenborough, B-R-O-K-E-N-B-O-U-G-H. Hello, Mr. Jeffrey, how may I help you? Um, yes, ma'am, I'm working with, uh, Surge, a staffing agency, and I noticed this morning that, um, um, I had got a memo saying that, um, y'all were taking money, like, from me paying insurance and I don't want it. Okay. May I have the last four digits of your Social Security number? 5526. Mr. Brokenborough- Yes. ... and just for security purposes, can you please verify your address and date of birth? 2404 16th Avenue, Apartment B, 11/3/1978. Email's jeffdwayne3@gmail.com? Yes. I need your phone number, it's 353-2185. Okay. I would like to change the phone number because I don't have that

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