

Transcript: VICTORIA

Taylor-4539001165103104-5431546637238272

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. How are you today? Good. How are you? I'm doing great. Thanks for asking. I was just wondering if- if I can cancel my health insurance with Surge Staffing. Okay. Um, let me pull up your file. What is the last four of your Social? It's 2574. And your first and last name? First and last name. First is Oumar, O-U-M-A-R, and the last, it's S-O-W. Okay. Do you mind verifying your address and date of birth? Uh, date of birth, it's, uh, December 30, '95, and then my address is 943 Buckeye Avenue, Sydney, Ohio 45365. Okay. It looks like I have a different address on file. Yeah. Do you need me to update that for you? Yes, that's possible. Okay. You said it was 943... Yep. And then how do you spell the name of the street? Buckeye. Buckeye is B-U-C-K-E-Y-E. And that's avenue? Uh, yeah. I'm pretty sure you guys do have, like, 2315 Collins Drive, yeah? Uh, yes. That's what we did have. Okay. Is it still in Sydney, Ohio 45365? Yes. Yes, ma'am. Okay. And then do you mind verifying your full Social for me? Uh, yes, I can. It's 121-91-2574. Gotcha. Phone number 937-710-8030. Yeah. And then email is I-S-M-A-I-L-I-A... Yeah.sall.1992@gmail. Yep, that's correct. Okay. It's mail@sall92@gmail.com. All right. And you're wanting to cancel coverage? Yeah, please. Okay. Cancellations typically take about one to two weeks to be- All right. ... processed through, um, your payroll, so you- Okay. ... may see, uh, one to two more payroll deductions. No, that's fine. If you do, um, it will provide coverage until the cancellation has been processed through payroll. Yes. Thank you, ma'am. It's all good. All right. Well, do you need help with anything else? Nah, that will do. Thank you so much. You're welcome. Have a wonderful day. You too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Hi, Victoria. How are you today?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing great. Thanks for asking. I was just wondering if- if I can cancel my health insurance with Surge Staffing.

Speaker speaker_0: Okay. Um, let me pull up your file. What is the last four of your Social?

Speaker speaker_1: It's 2574.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First and last name. First is Oumar, O-U-M-A-R, and the last, it's S-O-W.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, date of birth, it's, uh, December 30, '95, and then my address is 943 Buckeye Avenue, Sydney, Ohio 45365.

Speaker speaker_0: Okay. It looks like I have a different address on file.

Speaker speaker_1: Yeah.

Speaker speaker_0: Do you need me to update that for you?

Speaker speaker_1: Yes, that's possible.

Speaker speaker_0: Okay. You said it was 943...

Speaker speaker_1: Yep.

Speaker speaker_0: And then how do you spell the name of the street?

Speaker speaker_1: Buckeye. Buckeye is B-U-C-K-E-Y-E.

Speaker speaker_0: And that's avenue?

Speaker speaker_1: Uh, yeah. I'm pretty sure you guys do have, like, 2315 Collins Drive, yeah?

Speaker speaker_0: Uh, yes. That's what we did have.

Speaker speaker_1: Okay.

Speaker speaker_0: Is it still in Sydney, Ohio 45365?

Speaker speaker_1: Yes. Yes, ma'am.

Speaker speaker_0: Okay. And then do you mind verifying your full Social for me?

Speaker speaker_1: Uh, yes, I can. It's 121-91-2574.

Speaker speaker_0: Gotcha. Phone number 937-710-8030.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then email is I-S-M-A-I-L-I-A...

Speaker speaker_1: Yeah.

Speaker speaker_0:sall.1992@gmail.

Speaker speaker_1: Yep, that's correct.

Speaker speaker_0: Okay.

Speaker speaker_1: It's mail@sall92@gmail.com.

Speaker speaker_0: All right. And you're wanting to cancel coverage?

Speaker speaker_1: Yeah, please.

Speaker speaker_0: Okay. Cancellations typically take about one to two weeks to be-

Speaker speaker_1: All right.

Speaker speaker_0: ... processed through, um, your payroll, so you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... may see, uh, one to two more payroll deductions.

Speaker speaker_1: No, that's fine.

Speaker speaker_0: If you do, um, it will provide coverage until the cancellation has been processed through payroll.

Speaker speaker_1: Yes. Thank you, ma'am. It's all good.

Speaker speaker_0: All right. Well, do you need help with anything else?

Speaker speaker_1: Nah, that will do. Thank you so much.

Speaker speaker_0: You're welcome. Have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.