

Transcript: VICTORIA

Taylor-4811712055394304-5814060953288704

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. I'm needing to cancel my insurance. Okay. What's the name of the agency you work for? Uh, it's Workforce, Rockline. Okay. And the last four of your social? 3173. And your first and last name? Emily Middleton. Okay. Uh, do you mind verifying your address and date of birth? Uh, 86 South Moore Avenue, Apartment A. That's in Booneville, Arkansas, 72927. And my date of birth is 09/29/06. And then phone number 479-206-0236. Yes, ma'am. And then email is lastnamefirstname65@gmail.com. Yes, ma'am. Okay. And are you wanting to cancel everything you enrolled into? Yes, ma'am. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. Okay. So you may see, uh, one to two more payroll deductions. If you do- Oh. ... it will provide the coverage you're paying for until the cancellation has been, uh, processed through payroll. All righty. Uh, was there anything- That'll work. ... we couldn't help with? No, ma'am. All righty. Thank you so much for calling. You have a wonderful day. You too. Thank you. Thank you. 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: Yes, ma'am. I'm needing to cancel my insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, it's Workforce, Rockline.

Speaker speaker_0: Okay. And the last four of your social?

Speaker speaker_1: 3173.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Emily Middleton.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, 86 South Moore Avenue, Apartment A. That's in Booneville, Arkansas, 72927. And my date of birth is 09/29/06.

Speaker speaker_0: And then phone number 479-206-0236.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is lastnamefirstname65@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And are you wanting to cancel everything you enrolled into?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may see, uh, one to two more payroll deductions. If you do-

Speaker speaker_1: Oh.

Speaker speaker_0: ... it will provide the coverage you're paying for until the cancellation has been, uh, processed through payroll.

Speaker speaker_1: All righty.

Speaker speaker_0: Uh, was there anything-

Speaker speaker_1: That'll work.

Speaker speaker_0: ... we couldn't help with?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All righty. Thank you so much for calling. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.