

Transcript: VICTORIA

Taylor-4917774795587584-6537522155274240

Full Transcript

Thank you for calling Benefits Victoria. Uh, my name is Jessica Whitehead. I was trying to cancel my, um, my coverage. Okay. Uh, what is the name of the agency you work for? Uh, Surge Staffing. Okay. And then the last four of your social? 0333. Have you received your first paycheck with them yet? Uh, yes, ma'am. Um, this my fourth paycheck. They told me that I had to cancel it in 30 days. Okay, so you said it's Surge and then 0333? Yes, ma'am. I'm not pulling a file for you under Surge. How do you spell your first name? J-E-S-S-I-K-A. Okay. And then last name is Whitehead? Yes, ma'am. Okay. Do you mind verifying your address and date of birth? Um, 500 O'Hickory Boulevard, Apartment 7, 38305 Jackson, Tennessee, 07011998. And the phone number is 345-6827? Yes, ma'am. And then email is, uh, jessicapoo98@yahoo or @icloud, I'm sorry. Yes, ma'am. Okay. So I don't see that you're enrolled into anything. I can go ahead and opt you out of the auto-enrollment, that way you're not enrolled. Okay. Yes, ma'am, and you should be good to go from here. Thank you so much. You're welcome. Have a good day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Victoria.

Speaker speaker_1: Uh, my name is Jessica Whitehead. I was trying to cancel my, um, my coverage.

Speaker speaker_0: Okay. Uh, what is the name of the agency you work for?

Speaker speaker_1: Uh, Surge Staffing.

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

Speaker speaker_1: 0333.

Speaker speaker_0: Have you received your first paycheck with them yet?

Speaker speaker_1: Uh, yes, ma'am. Um, this my fourth paycheck. They told me that I had to cancel it in 30 days.

Speaker speaker_0: Okay, so you said it's Surge and then 0333?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm not pulling a file for you under Surge. How do you spell your first name?

Speaker speaker_1: J-E-S-S-I-K-A.

Speaker speaker_0: Okay. And then last name is Whitehead?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Um, 500 O'Hickory Boulevard, Apartment 7, 38305 Jackson, Tennessee, 07011998.

Speaker speaker_0: And the phone number is 345-6827?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is, uh, jessicapoo98@yahoo or @icloud, I'm sorry.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So I don't see that you're enrolled into anything. I can go ahead and opt you out of the auto-enrollment, that way you're not enrolled.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, ma'am, and you should be good to go from here.

Speaker speaker_1: Thank you so much.

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

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.