

Transcript: VICTORIA

Taylor-4919613682925568-5962277425561600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I'd like to ca- uh, cancel my coverage. Okay. Uh, what's the name of the agency you work for? PRC Staffing. And the last four of your Social? 9760. Okay. And your first and last name? James York. Do you also mind verifying your, uh, date of birth and address? Uh, 2698 1118 Ashwood Glen, Dawson Mill, Georgia 30534. Okay. And then phone number 678-421-8490? Yes, ma'am. Okay. And email is jamesyork9802@gmail.com? Yes, ma'am. All right. Um, and you're wanting to cancel everything, right? Yes, ma'am. Okay. All righty. So I know typically, cancellations take about one to two weeks to be processed through your payroll. So you may see one to two more, uh, payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Uh, was there anything else you need help with? Uh, that's it, ma'am. Thank you so much. You're welcome. Have a good day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I'd like to ca- uh, cancel my coverage.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: PRC Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9760.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: James York.

Speaker speaker_1: Do you also mind verifying your, uh, date of birth and address?

Speaker speaker_2: Uh, 2698 1118 Ashwood Glen, Dawson Mill, Georgia 30534.

Speaker speaker_1: Okay. And then phone number 678-421-8490?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And email is jamesyork9802@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Um, and you're wanting to cancel everything, right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All righty. So I know typically, cancellations take about one to two weeks to be processed through your payroll. So you may see one to two more, uh, payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, was there anything else you need help with?

Speaker speaker_2: Uh, that's it, ma'am. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: You too. Bye.