

Transcript: VICTORIA

Taylor-4973309820846080-5160488757018624

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes, hi, my name is Bethany Piggott and I was needing to cancel my services. Okay. Uh, what is the last four of your Social? 9218. And the name of the agency you're working through? Uh, Oxford Global. Okay. And Bethany, do you mind verifying your address and date of birth? Uh, yeah. 5 Pine Tree Lane, Iberia, Missouri, 65486. And 9/12/79. And phone number is gonna be 573-552-6026? Yes. And then email is just, uh, first name dot last name at ce.oxfordcorp.com? Yep. Okay. And are you wanting to cancel everything that you enrolled into? Yes. Okay. Let's see. All right, so I know cancellations are not immediate, unfortunately. It will take about one to two weeks for the cancellation to be processed through your payroll department. Okay. You may see one to two more payroll deductions. Oh. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. All right. Thank you. You're welcome. Did you need help with anything else? Nope, that's it. Okay, perfect. You have a wonderful day. You too. Bye-bye. You too. 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: Uh, yes, hi, my name is Bethany Piggott and I was needing to cancel my services.

Speaker speaker_0: Okay. Uh, what is the last four of your Social?

Speaker speaker_1: 9218.

Speaker speaker_0: And the name of the agency you're working through?

Speaker speaker_1: Uh, Oxford Global.

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

Speaker speaker_1: Uh, yeah. 5 Pine Tree Lane, Iberia, Missouri, 65486. And 9/12/79.

Speaker speaker_0: And phone number is gonna be 573-552-6026?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is just, uh, first name dot last name at ce.oxfordcorp.com?

Speaker speaker_1: Yep.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Let's see. All right, so I know cancellations are not immediate, unfortunately. It will take about one to two weeks for the cancellation to be processed through your payroll department.

Speaker speaker_1: Okay.

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

Speaker speaker_1: Oh.

Speaker speaker_0: If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: You're welcome. Did you need help with anything else?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Okay, perfect. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: You too. Bye-bye.