

## **Transcript: VICTORIA**

**Taylor-4993420482756608-5207829813575680**

### **Full Transcript**

Thank you. Thank you for calling Planned Parenthood of Santa Clara. This is Victoria. How can I help you? Good morning. Uh, my name is Edizang Dominic. I'm working for Surge. I'm just calling to cancel my health insurance. Okay. What's the last four of your Social? It's 56462. And your first and last name? Edizang Dominic. Okay. Um, do you mind verifying your address and date of birth? Yeah. Well, it's um... Just quickly, my address is 537 Tallymo Drive, Springfield, Ohio. Okay. And your date of birth? Uh, my date of birth is, uh, July 28th, 1967. And then your phone number, is it 937-791-3844? Correct. And then your email is just your first and last name spelled out @gmail.com? Exactly. Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage that you're paying for until the cancellation has been, uh, processed through your payroll. Okay, thank you. You're welcome. Did you need help with anything else? That's it. Nothing else. All right. You have a wonderful day. Thank you. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Thank you for calling Planned Parenthood of Santa Clara. This is Victoria. How can I help you?

Speaker speaker\_0: Good morning. Uh, my name is Edizang Dominic. I'm working for Surge. I'm just calling to cancel my health insurance.

Speaker speaker\_1: Okay. What's the last four of your Social?

Speaker speaker\_0: It's 56462.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_0: Edizang Dominic.

Speaker speaker\_1: Okay. Um, do you mind verifying your address and date of birth?

Speaker speaker\_0: Yeah. Well, it's um... Just quickly, my address is 537 Tallymo Drive, Springfield, Ohio.

Speaker speaker\_1: Okay. And your date of birth?

Speaker speaker\_0: Uh, my date of birth is, uh, July 28th, 1967.

Speaker speaker\_1: And then your phone number, is it 937-791-3844?

Speaker speaker\_0: Correct.

Speaker speaker\_1: And then your email is just your first and last name spelled out @gmail.com?

Speaker speaker\_0: Exactly.

Speaker speaker\_1: Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage that you're paying for until the cancellation has been, uh, processed through your payroll.

Speaker speaker\_0: Okay, thank you.

Speaker speaker\_1: You're welcome. Did you need help with anything else?

Speaker speaker\_0: That's it. Nothing else.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_0: Thank you. Thank you.

Speaker speaker\_1: Thank you. Bye-bye.