

Transcript: VICTORIA

Taylor-5285833989079040-5486907781988352

Full Transcript

Thank you for calling Benefits on the Card, this is Victoria. How can I help you? Hi Victoria, this is LaDonna Henderson. I was just trying to see how I can, uh, cancel all of my benefits. Okay. Uh, what's the name of the, uh, agency that BG Staffing. Okay. And the last four of your social? 6212. And your first and last name again? LaDonna Henderson. Right. Do you mind verifying your address and date of birth? 46461 Logan Drive, Apartment 203, Hammond, Indiana 46320. Birthday 10-24-96. Phone number is 219-231-2512? Yes. And then email is going to be last name, first name 75 at gmail? Yeah. Okay. And you're wanting to cancel all... everything that you're enrolled into? Yes. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll department, so you may see, uh, one to two more payroll deductions. If you do, of course, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. Did you need help with anything else? No, that'd be all. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on the Card, this is Victoria. How can I help you?

Speaker speaker_1: Hi Victoria, this is LaDonna Henderson. I was just trying to see how I can, uh, cancel all of my benefits.

Speaker speaker_0: Okay. Uh, what's the name of the, uh, agency that

Speaker speaker_1: BG Staffing.

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

Speaker speaker_1: 6212.

Speaker speaker_0: And your first and last name again?

Speaker speaker_1: LaDonna Henderson.

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

Speaker speaker_1: 46461 Logan Drive, Apartment 203, Hammond, Indiana 46320. Birthday 10-24-96.

Speaker speaker_0: Phone number is 219-231-2512?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is going to be last name, first name 75 at gmail?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And you're wanting to cancel all... everything that you're enrolled into?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll department, so you may see, uh, one to two more payroll deductions. If you do, of course, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: No, that'd be all.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye. Bye.