

Transcript: VICTORIA

Taylor-5336852417134592-5933438784421888

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Ms. Victoria. My name is Kizzy McWilliams and I work through Surge. Okay. Hey, how can I help? I'm about this insurance card. She's saying I have to pay \$15 a week. Okay, so Surge, yes, they do automatically enroll new hires into one of the plans that they offer unless you opt out beforehand. Okay, I want to opt out because I didn't know I was in it. Are you already enrolled? How do I know I got the card and I don't recall enrolling? Okay. I- let me pull up your file. What's the last four of your Social? 3848. Your first and last name again? K-I-Z-Z-Y McWilliams, M-C-W-I-L-L-I-A-M-S. Do you mind verifying your address and date of birth? Date of birth would be May 8th, 1979. Address is 6862 State Highway 21 South, Haynesville, Alabama. And then phone number 334-419-1670? Correct. And then email's going to be last name, first name, 59 at gmail.com? Correct. Okay. So yes, it does look like you've already been enrolled. What I can do is I can put in a request to have it canceled. Um, typically, with cancellations, it takes 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 you're paying for until the cancellation has been processed. Okay. Was there anything else you needed help with? That's it. I just wanted to cancel the insurance. All right. You have a wonderful day. You guys too. Thank you. Bye-bye. 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: Yes, Ms. Victoria. My name is Kizzy McWilliams and I work through Surge.

Speaker speaker_0: Okay. Hey, how can I help?

Speaker speaker_1: I'm about this insurance card. She's saying I have to pay \$15 a week.

Speaker speaker_0: Okay, so Surge, yes, they do automatically enroll new hires into one of the plans that they offer unless you opt out beforehand.

Speaker speaker_1: Okay, I want to opt out because I didn't know I was in it.

Speaker speaker_0: Are you already enrolled?

Speaker speaker_1: How do I know I got the card and I don't recall enrolling?

Speaker speaker_0: Okay. I- let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 3848.

Speaker speaker_0: Your first and last name again?

Speaker speaker_1: K-I-Z-Z-Y McWilliams, M-C-W-I-L-L-I-A-M-S.

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

Speaker speaker_1: Date of birth would be May 8th, 1979. Address is 6862 State Highway 21 South, Haynesville, Alabama.

Speaker speaker_0: And then phone number 334-419-1670?

Speaker speaker_1: Correct.

Speaker speaker_0: And then email's going to be last name, first name, 59 at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. So yes, it does look like you've already been enrolled. What I can do is I can put in a request to have it canceled. Um, typically, with cancellations, it takes 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 you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else you needed help with?

Speaker speaker_1: That's it. I just wanted to cancel the insurance.

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

Speaker speaker_1: You guys too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.