

Transcript: VICTORIA

Taylor-5677325717815296-4978850453733376

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? Hi. I wanted just to cancel an insurance. Okay. It's through my job. It's through the job that I work with. What's the name of the agency? Uh, Surge Staffing. And the last four of your Social? 8493. And your first and last name? It's Jorge Armando Vasquez, Jr. Do you mind spelling your first name? It is J-O-R-G-E, and then the... Do you want the middle or the last? Uh, if you'll just repeat your full name again. I think I have it here. Oh, sorry. Jorge Armando Vasquez, Jr. Okay, and you are Jorge? Uh, I'm his wife but he's at work, so we kind of want to cancel it, like, ASAP. Okay. Yeah, unfortunately, Jorge would have to call us directly. Um, we're open as late as- Oh, he would have to call. Yeah. Uh, we're open as late as 8:00 PM Eastern Time, so it's- Oh, okay. Okay. You'll just have him call us back. All right. Thank you. You're welcome. Bye-bye. Bye-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: Hi. I wanted just to cancel an insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: It's through my job. It's through the job that I work with.

Speaker speaker_1: What's the name of the agency?

Speaker speaker_2: Uh, Surge Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8493.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Jorge Armando Vasquez, Jr.

Speaker speaker_1: Do you mind spelling your first name?

Speaker speaker_2: It is J-O-R-G-E, and then the... Do you want the middle or the last?

Speaker speaker_1: Uh, if you'll just repeat your full name again. I think I have it here.

Speaker speaker_2: Oh, sorry. Jorge Armando Vasquez, Jr.

Speaker speaker_1: Okay, and you are Jorge?

Speaker speaker_2: Uh, I'm his wife but he's at work, so we kind of want to cancel it, like, ASAP.

Speaker speaker_1: Okay. Yeah, unfortunately, Jorge would have to call us directly. Um, we're open as late as-

Speaker speaker_2: Oh, he would have to call.

Speaker speaker_1: Yeah. Uh, we're open as late as 8:00 PM Eastern Time, so it's-

Speaker speaker_2: Oh, okay. Okay.

Speaker speaker_1: You'll just have him call us back.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye-bye.