

Transcript: VICTORIA

Taylor-5706272622034944-5329254998917120

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Victoria. How can I help you? Yes, I was trying to, uh, cancel. Okay. What's the name of the agency you work for? Third Staffing. And the last four of your Social? One, zero, seven, nine. Okay. And your first and last name? Orlando Stevenson. Gotcha. Do you mind verifying your address and date of birth? 04/08/2001 1602 Cobblestone Boulevard, Stockbridge, Georgia. Okay. Looks like I have a different address. I have 6295 Jimmy Carter Boulevard. Oh, yeah. Does that need to be updated? No, you, you can keep that one, too. Okay. Phone number 678-770-0045? Yes. And then email is landopax@gmail.com? Yes. Okay. And you're wanting to cancel. Is that right? Yes. Okay. Um, so I know typically, it takes about one to two weeks for the cancellation to be processed through your payroll. You may see one to two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. And so two weeks from today? Yeah, it'll... Cancellations typically take about one to two weeks. Okay. Did you need help with anything else? No, actually, I was just trying to get that canceled off of my, um, thing. Okay. Yeah, I did go ahead and put in the request to have it canceled for you. It just takes about one to two weeks to be processed through payroll and, uh, you should be good to go from here. Okay, thanks. You're welcome. 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 Center Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I was trying to, uh, cancel.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Third Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: One, zero, seven, nine.

Speaker speaker_1: Okay. And your first and last name?

Speaker speaker_2: Orlando Stevenson.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: 04/08/2001 1602 Cobblestone Boulevard, Stockbridge, Georgia.

Speaker speaker_1: Okay. Looks like I have a different address. I have 6295 Jimmy Carter Boulevard.

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: Does that need to be updated?

Speaker speaker_2: No, you, you can keep that one, too.

Speaker speaker_1: Okay. Phone number 678-770-0045?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is landopax@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you're wanting to cancel. Is that right?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so I know typically, it takes about one to two weeks for the cancellation to be processed through your payroll. You may see one to two more deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay. And so two weeks from today?

Speaker speaker_1: Yeah, it'll... Cancellations typically take about one to two weeks.

Speaker speaker_2: Okay.

Speaker speaker_1: Did you need help with anything else?

Speaker speaker_2: No, actually, I was just trying to get that canceled off of my, um, thing.

Speaker speaker_1: Okay. Yeah, I did go ahead and put in the request to have it canceled for you. It just takes about one to two weeks to be processed through payroll and, uh, you should be good to go from here.

Speaker speaker_2: Okay, thanks.

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