

## **Transcript: VICTORIA**

**Taylor-5817793305165824-5603568993484800**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hey, how you doing? My name is Xaviana Spencer. Um, I was calling to see about getting my benefits canceled. Okay. Uh, what's the name of the agency you work for? Um, Innovative Staff Solutions. All right. And the last four of your Social? 0262. Do you mind verifying your address and date of birth? 1035 Warrenton Road, Current View, Mississippi 39086, August 9th, 2002. And then phone number, uh, eight et- or I'm sorry, 808-213-8548? Yes. Gotcha. And then email is first and last name at outlook.com? Yes, ma'am. Okay. And are you wanting to cancel everything you enrolled in too? Yes. Okay. Um, so it typically takes about one to two weeks for the, uh, cancellation to be processed through payroll. So, you may see one to two more payroll deductions. Um, if you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Was there anything else you might need help with? Um, no, ma'am. All right. Well, you are good to go on my end and I hope you have a wonderful night. All right, thank you. You too. Thank you. 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: Hey, how you doing? My name is Xaviana Spencer. Um, I was calling to see about getting my benefits canceled.

Speaker speaker\_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_1: Um, Innovative Staff Solutions.

Speaker speaker\_0: All right. And the last four of your Social?

Speaker speaker\_1: 0262.

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 1035 Warrenton Road, Current View, Mississippi 39086, August 9th, 2002.

Speaker speaker\_0: And then phone number, uh, eight et- or I'm sorry, 808-213-8548?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Gotcha. And then email is first and last name at outlook.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And are you wanting to cancel everything you enrolled in too?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so it typically takes about one to two weeks for the, uh, cancellation to be processed through payroll. So, you may see one to two more payroll deductions. Um, if you do, of course, 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 might need help with?

Speaker speaker\_1: Um, no, ma'am.

Speaker speaker\_0: All right. Well, you are good to go on my end and I hope you have a wonderful night.

Speaker speaker\_1: All right, thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.