

Transcript: VICTORIA

Taylor-6124646515392512-4822433268547584

Full Transcript

Thank you for calling Benefits and a Card, this is Victoria. How can I help you? Hey Victoria, this is Shereka Windham. I was calling, um, to drop the insurance that they cut off my check Oh. ... from Switchers because I had a, I have already health insurance and I had talked with someone about it and they gave me the number, so... Okay. What's- I just wanna- ... the name of the agency you work for? Uh, you said the company name's Switchers. The, the staffing agency you're working through. Surge. Okay. And the last four of your social? 0704. Okay. And your first and last name? Shereka Windham. Gotcha. Do you mind verifying your address and date of birth? 5903, Apartment 21, Cincinnati, 65341. And your date of birth? August 15th, '91. All right. Phone number is 662-228-1479? Yes, ma'am. And then email is first and last name the number two @gmail.com? Yes, ma'am. Okay. Um, so I could definitely go ahead and put in a request to have it canceled. I know typically with cancellations, it does take about one to two weeks to be processed through 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, uh, processed through payroll. Okay. Did you need help with anything else? No, ma'am. All righty. You have a wonderful day.

Conversation Format

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

Speaker speaker_1: Hey Victoria, this is Shereka Windham. I was calling, um, to drop the insurance that they cut off my check

Speaker speaker_2: Oh.

Speaker speaker_1: ... from Switchers because I had a, I have already health insurance and I had talked with someone about it and they gave me the number, so...

Speaker speaker_0: Okay. What's-

Speaker speaker_1: I just wanna-

Speaker speaker_0: ... the name of the agency you work for?

Speaker speaker_1: Uh, you said the company name's Switchers.

Speaker speaker_0: The, the staffing agency you're working through.

Speaker speaker_1: Surge.

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

Speaker speaker_1: 0704.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Shereka Windham.

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

Speaker speaker_1: 5903, Apartment 21, Cincinnati, 65341.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: August 15th, '91.

Speaker speaker_0: All right. Phone number is 662-228-1479?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is first and last name the number two @gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so I could definitely go ahead and put in a request to have it canceled. I know typically with cancellations, it does take about one to two weeks to be processed through 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, uh, processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: No, ma'am.

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