

## **Transcript: VICTORIA**

**Taylor-6584241703534592-5544499612401664**

### **Full Transcript**

Thank you for calling Benefits On A Card. This is Victoria. How can I help you? Hi, yes, I wanted to cancel the policy I was enrolled in. Okay, sure. What's the name of the agency you work for? Uh, Surge. S-U-R-G-E. And the last four of your Social? 5418. And, uh, your first and last name? Carla Barba. Okay. Do you mind verifying your address and date of birth? Yeah. It's 1424 Aspen Drive, Loveland, Ohio, 45140. And then my date of birth is May 29th, 1998. Phone number 513-491-2321? Correct. And then email is just, uh, carla29@gmail.com? Yes. Okay. I will go ahead and put in a request to have it canceled for you. Um, now, I do wanna let you know that cancellations take about one to two weeks to be processed through payroll. So you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through your payroll. Okay. Sounds great. Uh, did you need help with anything else? Nope, that'll be it. All righty. You have a wonderful night. You too. Thank you. 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: Hi, yes, I wanted to cancel the policy I was enrolled in.

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

Speaker speaker\_1: Uh, Surge. S-U-R-G-E.

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

Speaker speaker\_1: 5418.

Speaker speaker\_0: And, uh, your first and last name?

Speaker speaker\_1: Carla Barba.

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

Speaker speaker\_1: Yeah. It's 1424 Aspen Drive, Loveland, Ohio, 45140. And then my date of birth is May 29th, 1998.

Speaker speaker\_0: Phone number 513-491-2321?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And then email is just, uh, carla29@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. I will go ahead and put in a request to have it canceled for you. Um, now, I do wanna let you know that cancellations take about one to two weeks to be processed through payroll. So you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through your payroll.

Speaker speaker\_1: Okay. Sounds great.

Speaker speaker\_0: Uh, did you need help with anything else?

Speaker speaker\_1: Nope, that'll be it.

Speaker speaker\_0: All righty. You have a wonderful night.

Speaker speaker\_1: You too. Thank you.

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