

## Transcript: Chris Sofield

(deactivated)-4769966409695232-4816340329218048

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits with a Card. This is Chris. How can I help you today? Yeah, my name's Steven Parsley. Last four of my Social is 4-5-4-4. Okay. And what staffing company do you work with, sir? Serge. Okay. One moment. Can you verify your address and your date of birth for me, sir? Yes. 87 Coleman Street, London, Ohio, 11/11/76. Thank you. And then phone on file is 551-2001, is that correct? Yep. Okay. How can I help you? I want to cancel my thing because you guys are taking money off my check and it won't... uh, you guys don't cover my prescriptions, so there's no sense in me paying for it, um, when you guys don't even cover it. All right, sir. We can, uh... I show that you have both the VIP Standard and the FreeRx plans. Did you want to cancel both of those? Yeah, all of them. Is there any way I can get a refund on my money? No, sir. Refund... Uh, n- no, sir. Unfortunately refunds are not available. Um, so we can go ahead and start a cancellation process for you. Just please be aware the cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll teams as well. During this timeframe, that does mean that it's a possibility you may see one or two more deductions providing one or two final weeks of coverage. But if you... but you would not see any more than two at the most, if you see any at all. All right. Anything else? No. Thank you. You're welcome.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits with a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Yeah, my name's Steven Parsley. Last four of my Social is 4-5-4-4.

Speaker speaker\_1: Okay. And what staffing company do you work with, sir?

Speaker speaker\_2: Serge.

Speaker speaker\_1: Okay.

Speaker speaker\_2: One moment.

Speaker speaker\_1: Can you verify your address and your date of birth for me, sir?

Speaker speaker\_2: Yes. 87 Coleman Street, London, Ohio, 11/11/76.

Speaker speaker\_1: Thank you. And then phone on file is 551-2001, is that correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Okay. How can I help you?

Speaker speaker\_2: I want to cancel my thing because you guys are taking money off my check and it won't... uh, you guys don't cover my prescriptions, so there's no sense in me paying for it, um, when you guys don't even cover it.

Speaker speaker\_1: All right, sir. We can, uh... I show that you have both the VIP Standard and the FreeRx plans. Did you want to cancel both of those?

Speaker speaker\_2: Yeah, all of them. Is there any way I can get a refund on my money?

Speaker speaker\_1: No, sir. Refund... Uh, n- no, sir. Unfortunately refunds are not available. Um, so we can go ahead and start a cancellation process for you. Just please be aware the cancellation does take one to two weeks to fully process. It's got to go through Surge's payroll teams as well. During this timeframe, that does mean that it's a possibility you may see one or two more deductions providing one or two final weeks of coverage. But if you... but you would not see any more than two at the most, if you see any at all.

Speaker speaker\_2: All right.

Speaker speaker\_1: Anything else?

Speaker speaker\_2: No. Thank you.

Speaker speaker\_1: You're welcome.