

Transcript: Chris Sofield (deactivated)-4845952733495296-5445283610050560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Medical Insurance Card. This is Chris. How can I help you today? Uh, yes. I was calling to cancel this insurance. Okay. What staffing company do you work with? Serge. Okay. And last four of your social? Uh, two, four, four, eight. All right. And your first and last name? Christian Jenkins. Okay, Mr. Jenkins, could you verify your address and date of birth for me? Uh, 07/11/2006 in 3707 South Broad Street, Apartment 1408. And the rest of the address? I need the city, state and zip as well. Oh, my bad. Scottsboro, Alabama, three, five, seven, six, nine. Okay. We have a phone on file 606-656-6632, is that correct? Yep. All right. Yeah, we can go ahead and start a cancellation for you. Just please be aware, 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, you may still see one or two deductions providing one or two final weeks of coverage, but you wouldn't see any more than two at the most. Okay? All right. Anything else? Nope. That's it. All right. Thanks for calling and have a good day. You too. All right, bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Medical Insurance Card. This is Chris. How can I help you today?

Speaker speaker_2: Uh, yes. I was calling to cancel this insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Serge.

Speaker speaker_1: Okay. And last four of your social?

Speaker speaker_2: Uh, two, four, four, eight.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Christian Jenkins.

Speaker speaker_1: Okay, Mr. Jenkins, could you verify your address and date of birth for me?

Speaker speaker_2: Uh, 07/11/2006 in 3707 South Broad Street, Apartment 1408.

Speaker speaker_1: And the rest of the address? I need the city, state and zip as well.

Speaker speaker_2: Oh, my bad. Scottsboro, Alabama, three, five, seven, six, nine.

Speaker speaker_1: Okay. We have a phone on file 606-656-6632, is that correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All right. Yeah, we can go ahead and start a cancellation for you. Just please be aware, 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, you may still see one or two deductions providing one or two final weeks of coverage, but you wouldn't see any more than two at the most. Okay?

Speaker speaker_2: All right.

Speaker speaker_1: Anything else?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: All right. Thanks for calling and have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: All right, bye now.