

Transcript: Chris Sofield (deactivated)-4948480791363584-6194197681881088

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Chris. How can I help you today? What's that? Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today? Um, yes, my name is Dennis Potts and I work at Washington Courthouse Molding for Surge and they enrolled me in insurance with you guys. And I'd like to disenroll from the, from the insurance, because I already have insurance. Okay, what's the last four of your social? 2207. All right, Mr. Potts, could you verify your address and date of birth please? It's 310 5th Street, uh, Washington Courthouse, Ohio. 43- 43160. Okay, and your date of birth? March 26, '81. Thank you. We have a phone number on file for you at 910-885-6629, is that correct? Yes, sir. All right. I'll go ahead and start the cancellation process. 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 more deductions providing one or two final weeks coverage, but you will not see any more than two at the most if you see any at all. Okay, thank you, sir. You're welcome. Thanks for calling and have a good day. You too.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: What's that?

Speaker speaker_1: Hello, thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes, my name is Dennis Potts and I work at Washington Courthouse Molding for Surge and they enrolled me in insurance with you guys. And I'd like to disenroll from the, from the insurance, because I already have insurance.

Speaker speaker_1: Okay, what's the last four of your social?

Speaker speaker_2: 2207.

Speaker speaker_1: All right, Mr. Potts, could you verify your address and date of birth please?

Speaker speaker_2: It's 310 5th Street, uh, Washing- Washington Courthouse, Ohio. 43-

Speaker speaker_3: 43160.

Speaker speaker_1: Okay, and your date of birth?

Speaker speaker_2: March 26, '81.

Speaker speaker_1: Thank you. We have a phone number on file for you at 910-885-6629, is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: All right. I'll go ahead and start the cancellation process. 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 more deductions providing one or two final weeks coverage, but you will not see any more than two at the most if you see any at all.

Speaker speaker_2: Okay, thank you, sir.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.