

## Transcript: Chris Sofield

(deactivated)-4965926618316800-5176723613204480

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Hey, what's up, Chris? Um, it... it seems that I had got enrolled with y'all without my knowledge. I must have... didn't hit the right button when I was signing up for the job or whatever. I was wondering if we can go ahead and cancel that, and what's the process of how long it will take- Okay, yeah, let's take a look- ... for my whole, for my whole check to start coming? Yeah. Yeah, let's take a look at that. What staffing company do you work with? Surge. Okay, and last four of your social? 80-76. And then your first and last name? B-R-Y-A-N S-T-U-B-B-S, Bryan Stubbs, you know, like the Apollo song. There we go. All right, Mr. Stubbs, could you verify your address and your date of birth for me, sir? 205 Bridges Road, McDonough, Georgia 30253. And my date of birth? July 12, '85. Thank you. And then phone on file should be 678-5588-76... or, 8670. Is that correct? That's correct. All right. All right. I'll go ahead and start a cancellation for that plan. Cancellations take typically about one to two weeks to process. They've got to go back through Surge's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay, thank you. I appreciate you. No problem. Thanks again for calling and have a wonderful day. You too. Bye. Bye.

### Conversation Format

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

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

Speaker speaker\_2: Hey, what's up, Chris? Um, it... it seems that I had got enrolled with y'all without my knowledge. I must have... didn't hit the right button when I was signing up for the job or whatever. I was wondering if we can go ahead and cancel that, and what's the process of how long it will take-

Speaker speaker\_1: Okay, yeah, let's take a look-

Speaker speaker\_2: ... for my whole, for my whole check to start coming?

Speaker speaker\_1: Yeah. Yeah, let's take a look at that. What staffing company do you work with?

Speaker speaker\_2: Surge.

Speaker speaker\_1: Okay, and last four of your social?

Speaker speaker\_2: 80-76.

Speaker speaker\_1: And then your first and last name?

Speaker speaker\_2: B-R-Y-A-N S-T-U-B-B-S, Bryan Stubbs, you know, like the Apollo song.

Speaker speaker\_1: There we go. All right, Mr. Stubbs, could you verify your address and your date of birth for me, sir?

Speaker speaker\_2: 205 Bridges Road, McDonough, Georgia 30253. And my date of birth? July 12, '85.

Speaker speaker\_1: Thank you. And then phone on file should be 678-5588-76... or, 8670. Is that correct?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: All right. All right. I'll go ahead and start a cancellation for that plan. Cancellations take typically about one to two weeks to process. They've got to go back through Surge's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most.

Speaker speaker\_2: Okay, thank you. I appreciate you.

Speaker speaker\_1: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Bye.

Speaker speaker\_1: Bye.