

## **Transcript: Chris Sofield**

**(deactivated)-5294849346977792-4700542508417024**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Hello. Hi, good afternoon. My name is Chris. I'm with Benefits and a Card, I'm re- I'm, uh, returning a voicemail that requested a callback from this number. Yes. Uh, I request..... So my name is Mayla Villarreal and I work for Social Staffing and, uh, I want to cancel that, the benefit, because they taking out- Okay. ... money from my check. Okay, Ms. Villarreal, um, we can definitely help out with that. Uh, before we continue, this call is being recorded for quality assurance and training purposes. In order to locate your file to be able to get that canceled out for you, I'm going to need some information from you starting with, I'll need the last four of your Social. Sure. It's 2004. Thank you. All right, Ms. Villarreal, uh, could you verify your address and your date of birth? Uh, yes. Excuse me. Uh, 1977 Bluebird Court in Middletown, Ohio 45044. All right. And your date of birth? Um, yes. My date of birth is, uh, March 26th, 1969. Thank you. Uh, we have a phone on file for you. Well, uh, okay, never mind, that's a... We already, we called you back at this phone number, so that's the number on file. Um- Yeah, I have another phone number. My apologies. It's been a long day. Yeah. It's, it's, it's been a long day. Um, all right. So I'll go ahead and start a cancellation for you. Uh, just be aware- Mm-hmm. ... cancellation, uh, it does look like it was a fully processed enrollment. You may see that o- uh, that one deduction that you've seen should be the only one you see. You shouldn't see any further than that one. All right. Thank you. All right. No problem. Thanks. Uh, thanks for taking the time to speak with me. You have a wonderful day. You too. Bye-bye. Bye now.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon.

Speaker speaker\_2: Hello.

Speaker speaker\_1: Hi, good afternoon. My name is Chris. I'm with Benefits and a Card, I'm re- I'm, uh, returning a voicemail that requested a callback from this number.

Speaker speaker\_2: Yes. Uh, I request..... So my name is Mayla Villarreal and I work for Social Staffing and, uh, I want to cancel that, the benefit, because they taking out-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... money from my check.

Speaker speaker\_1: Okay, Ms. Villarreal, um, we can definitely help out with that. Uh, before we continue, this call is being recorded for quality assurance and training purposes. In order to locate your file to be able to get that canceled out for you, I'm going to need some information from you starting with, I'll need the last four of your Social.

Speaker speaker\_2: Sure. It's 2004.

Speaker speaker\_1: Thank you. All right, Ms. Villarreal, uh, could you verify your address and your date of birth?

Speaker speaker\_2: Uh, yes. Excuse me. Uh, 1977 Bluebird Court in Middletown, Ohio 45044.

Speaker speaker\_1: All right. And your date of birth?

Speaker speaker\_2: Um, yes. My date of birth is, uh, March 26th, 1969.

Speaker speaker\_1: Thank you. Uh, we have a phone on file for you. Well, uh, okay, never mind, that's a... We already, we called you back at this phone number, so that's the number on file. Um-

Speaker speaker\_2: Yeah, I have another phone number.

Speaker speaker\_1: My apologies. It's been a long day. Yeah. It's, it's, it's been a long day. Um, all right. So I'll go ahead and start a cancellation for you. Uh, just be aware-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... cancellation, uh, it does look like it was a fully processed enrollment. You may see that o- uh, that one deduction that you've seen should be the only one you see. You shouldn't see any further than that one.

Speaker speaker\_2: All right. Thank you.

Speaker speaker\_1: All right. No problem. Thanks. Uh, thanks for taking the time to speak with me. You have a wonderful day.

Speaker speaker\_2: You too. Bye-bye.

Speaker speaker\_1: Bye now.