

Transcript: Chris Sofield

(deactivated)-5352774026444800-4866680767954944

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. All right, this is Chris. How can I help you today? Um, yes, I was calling 'cause I wanted to, um, make sure that I was not, uh, receiving any insurance with you- through you guys 'cause I have my own insurance. Okay. What staffing company do you work with? I work with Surge. Okay. And then the last four of your social? 8979. Okay. Your first and last name? Daniel Armstead. All right, Mr. Armstead, could you verify your address and date of birth for me? 1338 18th Street, Northeast Canton, Ohio, 44705, 110691. Thank you. And then we have a phone number on file of 458-123-84. Is that correct? Yes. Okay. And I can't get no refunds, huh? All right. Yeah, I sh- I show it looks like you just spoke with someone maybe about 30 minutes ago to can- to start the cancellation process, so yeah, that's gonna, that's gonna take about one to two weeks to fully process. During that timeframe, it is possible you may see one or two deductions providing one or two final weeks of coverage. If you see any more, that would only be two at the most. Okay. Well, I was just making sure 'cause I just got done filling out, uh, paperwork after I got off... well, uh, filling out something online after I got off the, uh, phone. So I just wanted to make sure. All right, sir. Was there anything else I could help you with? No. All right. If that's everything, thanks again for calling and have a good day. All right. All right, bye-bye.

Conversation Format

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

Speaker speaker_1: All right, this is Chris. How can I help you today?

Speaker speaker_2: Um, yes, I was calling 'cause I wanted to, um, make sure that I was not, uh, receiving any insurance with you- through you guys 'cause I have my own insurance.

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

Speaker speaker_2: I work with Surge.

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

Speaker speaker_2: 8979.

Speaker speaker_1: Okay. Your first and last name?

Speaker speaker_2: Daniel Armstead.

Speaker speaker_1: All right, Mr. Armstead, could you verify your address and date of birth for me?

Speaker speaker_2: 1338 18th Street, Northeast Canton, Ohio, 44705, 110691.

Speaker speaker_1: Thank you. And then we have a phone number on file of 458-123-84. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: And I can't get no refunds, huh?

Speaker speaker_1: All right. Yeah, I sh- I show it looks like you just spoke with someone maybe about 30 minutes ago to can- to start the cancellation process, so yeah, that's gonna, that's gonna take about one to two weeks to fully process. During that timeframe, it is possible you may see one or two deductions providing one or two final weeks of coverage. If you see any more, that would only be two at the most.

Speaker speaker_2: Okay. Well, I was just making sure 'cause I just got done filling out, uh, paperwork after I got off... well, uh, filling out something online after I got off the, uh, phone. So I just wanted to make sure.

Speaker speaker_1: All right, sir. Was there anything else I could help you with?

Speaker speaker_2: No.

Speaker speaker_1: All right. If that's everything, thanks again for calling and have a good day.

Speaker speaker_2: All right.

Speaker speaker_1: All right, bye-bye.