

Transcript: Chris Sofield (deactivated)-5705855647825920-6216592422027264

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? Yes, I wanted to cancel the benefits. Okay. What staffing company do you work with? Serge. And the last four of your Social? 4192. All right. Your first and last name? Hailey Nason. All right, Ms. Nason. Could you verify your address and your date of birth for me please? 80 Paisley Drive, Wantville, Alabama 35031, March 9th, 1987. Thank you. Um, let's see. So the file we have is 501-556-9544, is that correct? Yes. All right. Okay. All right, I'll go ahead and start a cancellation on it. Just be aware that cancellation does take one to two weeks to fully process, it's got to go through Serge's payroll team as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you wouldn't see any more than two at the most. Okay? Okay. All right, thank you. You're welcome. Thanks for calling and have a good 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: Thank you for calling Benefits and a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, I wanted to cancel the benefits.

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

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4192.

Speaker speaker_1: All right. Your first and last name?

Speaker speaker_2: Hailey Nason.

Speaker speaker_1: All right, Ms. Nason. Could you verify your address and your date of birth for me please?

Speaker speaker_2: 80 Paisley Drive, Wantville, Alabama 35031, March 9th, 1987.

Speaker speaker_1: Thank you. Um, let's see. So the file we have is 501-556-9544, is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Okay. All right, I'll go ahead and start a cancellation on it. Just be aware that cancellation does take one to two weeks to fully process, it's got to go through Serge's payroll team as well. During this timeframe, you may still see one or two more 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: Okay. All right, thank you.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Bye now.