

## **Transcript: Chris Sofield**

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### **Full Transcript**

Your call may be monitored for quality assurance purposes. Hello? Hello? Hello, good afternoon. Can I speak with Chris Kuhn? This is him. Let me tell you... Yeah, I was trying to... Yeah, I was trying to... Uh, let me, let me get to a quiet place real quick. Yeah, I was, I was trying to... I'm trying to catch some answers that I got so I can return them to you. Okay, yeah. We can move forward. My name is Chris. I'm with Benefits Center Cards and just to be aware, this is for quality assurance and training purposes. Um, so, yeah. We've gone ahead and pulled your file and I've started the cancellation process for you since that's the only plan that you have and there's no need... There isn't really no need to verify anything further as far as any plans you want to cancel. Um, just be aware, cancellation does take about a week or two to fully process. It's got to go through Surge's payroll teams as well. Oh. During this timeframe, there's a possibility you may still see one or two more deductions, uh, but providing one or two final weeks of this coverage, but you'd only see two more at the absolute most. That's if you see any at all. All right. All right, anything else? No, I appreciate it. No, that'll be it. Appreciate it. All right. No problem. Thanks for taking the time to- Hey, hey, one moment, one moment, one moment, one moment. Uh, can... Do you by any chance... Can you by any chance see how much has been taken out? Does it show that much on y'all's side or is that the payroll side? I haven't checked yet. Um, I can tell you that the deductions are \$50.16 a week. Okay, okay. Okay, cool. Yeah, but as far as, like, how much has been taken so far, that would be a question for payroll. I was about... I could calculate that much. I was just wondering how much it was a week, but you just answered it for me. Okay. Anything else? Yeah, appreciate... Yeah, that'll be it. Appreciate it. No problem for taking the time to speak with us. Uh-huh. You bet.

### **Conversation Format**

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

Speaker speaker\_1: Hello? Hello?

Speaker speaker\_2: Hello, good afternoon. Can I speak with Chris Kuhn?

Speaker speaker\_1: This is him. Let me tell you... Yeah, I was trying to... Yeah, I was trying to... Uh, let me, let me get to a quiet place real quick. Yeah, I was, I was trying to... I'm trying to catch some answers that I got so I can return them to you.

Speaker speaker\_2: Okay, yeah. We can move forward. My name is Chris. I'm with Benefits Center Cards and just to be aware, this is for quality assurance and training purposes. Um,

so, yeah. We've gone ahead and pulled your file and I've started the cancellation process for you since that's the only plan that you have and there's no need... There isn't really no need to verify anything further as far as any plans you want to cancel. Um, just be aware, cancellation does take about a week or two to fully process. It's got to go through Surge's payroll teams as well.

Speaker speaker\_1: Oh.

Speaker speaker\_2: During this timeframe, there's a possibility you may still see one or two more deductions, uh, but providing one or two final weeks of this coverage, but you'd only see two more at the absolute most. That's if you see any at all.

Speaker speaker\_1: All right.

Speaker speaker\_2: All right, anything else?

Speaker speaker\_1: No, I appreciate it. No, that'll be it. Appreciate it.

Speaker speaker\_2: All right. No problem. Thanks for taking the time to-

Speaker speaker\_1: Hey, hey, one moment, one moment, one moment, one moment. Uh, can... Do you by any chance... Can you by any chance see how much has been taken out? Does it show that much on y'all's side or is that the payroll side? I haven't checked yet.

Speaker speaker\_2: Um, I can tell you that the deductions are \$50.16 a week.

Speaker speaker\_1: Okay, okay. Okay, cool.

Speaker speaker\_2: Yeah, but as far as, like, how much has been taken so far, that would be a question for payroll.

Speaker speaker\_1: I was about... I could calculate that much. I was just wondering how much it was a week, but you just answered it for me.

Speaker speaker\_2: Okay. Anything else?

Speaker speaker\_1: Yeah, appreciate... Yeah, that'll be it. Appreciate it.

Speaker speaker\_2: No problem for taking the time to speak with us.

Speaker speaker\_1: Uh-huh. You bet.