

## **Transcript: Chris Sofield (deactivated)-6290416286089216-5069048785715200**

### **Full Transcript**

Thank you for calling Benefits and a Card, this is Chris. How can I help? Um, this is Javier Francisco. I want to cancel my, my insurance. Okay. Uh, what staffing company did you s- uh, do you work with? Um, Surge. Surge, okay. And let's see here. Can the last four of your social to locate your phone? Oh, 8908- Thank you. One moment. Okay. Mr. Francisco, could you verify your address and your date of birth for me please? Um, 205 11 Highway 68 Lot A13, 205 11 in Iriville, Alabama 35951. And my birthday is December the 4, 1990. Sure. Okay. And then we have a phone number on file of 470-5783. Is that correct? Uh, um, that's not my number no more. Okay. What's the new number? That's my new number. My new number ever is the one that I keep calling this phone. And what is that? Uh, I don't know, man, 'cause I just bought this phone. It's 256, I don't know. Um, one moment. Okay, it looks like it's showing up on ID as 572-3926. Yeah, that's probably the one. Okay. All right then. I'll go ahead and start a cancellation process for you. Just be aware- Mm-hmm. ... cancellation does take one to two weeks to fully process, um, during the timeframe- Okay. ... you may still see one or two more deductions providing one or two final weeks of coverage but you will not see any more than two at the most. Okay. All right. Was there anything else I could help you with? Um, that'd be it. All right. Thanks again for calling us. Have a wonderful day. You too. All right, bye now.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card, this is Chris. How can I help?

Speaker speaker\_1: Um, this is Javier Francisco. I want to cancel my, my insurance.

Speaker speaker\_0: Okay. Uh, what staffing company did you s- uh, do you work with?

Speaker speaker\_1: Um, Surge.

Speaker speaker\_0: Surge, okay. And let's see here. Can the last four of your social to locate your phone?

Speaker speaker\_1: Oh, 8908-

Speaker speaker\_0: Thank you. One moment. Okay. Mr. Francisco, could you verify your address and your date of birth for me please?

Speaker speaker\_1: Um, 205 11 Highway 68 Lot A13, 205 11 in Iriville, Alabama 35951. And my birthday is December the 4, 1990.

Speaker speaker\_0: Sure. Okay. And then we have a phone number on file of 470-5783. Is that correct?

Speaker speaker\_1: Uh, um, that's not my number no more.

Speaker speaker\_0: Okay. What's the new number?

Speaker speaker\_1: That's my new number. My new number ever is the one that I keep calling this phone.

Speaker speaker\_0: And what is that?

Speaker speaker\_1: Uh, I don't know, man, 'cause I just bought this phone. It's 256, I don't know.

Speaker speaker\_0: Um, one moment. Okay, it looks like it's showing up on ID as 572-3926.

Speaker speaker\_1: Yeah, that's probably the one.

Speaker speaker\_0: Okay. All right then. I'll go ahead and start a cancellation process for you. Just be aware-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... cancellation does take one to two weeks to fully process, um, during the timeframe-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... you may still see one or two more deductions providing one or two final weeks of coverage but you will not see any more than two at the most.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Was there anything else I could help you with?

Speaker speaker\_1: Um, that'd be it.

Speaker speaker\_0: All right. Thanks again for calling us. Have a wonderful day.

Speaker speaker\_1: You too.

Speaker speaker\_0: All right, bye now.