

Transcript: Chris Sofield

(deactivated)-6345523365986304-4905914484441088

Full Transcript

So did I leave my... o- on my grand points in your bag? Thank you so- So hard. This is Chris. How can I help you today? Yes, sir. Um, I was calling to cancel some insurance that I was signed up for. Okay. What staffing company do you work with? Surge. Surge Staffing. And the last four of your social? 1496. 1496. Got it. Your first and last name? Theresa Griffin. All right, Ms. Griffin, could you verify your address and your date of birth for me? My address is 2515 Northeast Expressway, Apartment K14, Atlanta, Georgia 30345 and my birthday is, uh, November 26, 1990. Thank you. We have a phone number on file for you. Uh, looks like 470... Sorry, uh, one moment, 470-584-7771. Is that correct? Yes. Okay. All right. Let's go ahead and set that cancellation process for you. Please be aware, cancellation does take one to two weeks to fully process. It's gotta go back through terms of payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or 2.0 weeks of conference, but you won't see any more than two at the most, okay? Oh, okay. Thank you. You're welcome. Anything else? Um, that was all. All right, thanks for calling and have a wonderful day. You too. Thank you. Bye-bye. Bye now.

Conversation Format

Speaker speaker_0: So did I leave my... o- on my grand points in your bag?

Speaker speaker_1: Thank you so-

Speaker speaker_0: So hard.

Speaker speaker_1: This is Chris. How can I help you today?

Speaker speaker_0: Yes, sir. Um, I was calling to cancel some insurance that I was signed up for.

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

Speaker speaker_0: Surge. Surge Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_0: 1496.

Speaker speaker_1: 1496. Got it. Your first and last name?

Speaker speaker_0: Theresa Griffin.

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

Speaker speaker_0: My address is 2515 Northeast Expressway, Apartment K14, Atlanta, Georgia 30345 and my birthday is, uh, November 26, 1990.

Speaker speaker_1: Thank you. We have a phone number on file for you. Uh, looks like 470... Sorry, uh, one moment, 470-584-7771. Is that correct?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. All right. Let's go ahead and set that cancellation process for you. Please be aware, cancellation does take one to two weeks to fully process. It's gotta go back through terms of payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or 2.0 weeks of conference, but you won't see any more than two at the most, okay?

Speaker speaker_0: Oh, okay. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_0: Um, that was all.

Speaker speaker_1: All right, thanks for calling and have a wonderful day.

Speaker speaker_0: You too. Thank you. Bye-bye.

Speaker speaker_1: Bye now.