

## **Transcript: Justin**

**Mills-4613813034598400-6582338867478528**

### **Full Transcript**

Thank you for calling the Benefits Center Card, this is Justin. How can I help you today? Uh, yes, sir. Is it-- my name's Lacey Overbey and I work for Surge Staffing in Fort Payne. And I had- was under the impression that I had declined coverage, 'cause I have insurance, uh, but then it was taken out of my check today, so they gave me this number to call to cancel. Okay, so Surge Staffing. What's the last four of your Social? 5461. And for security purposes, can you verify your home address, including city, state and zip code, Lacey? Yes. 3120 Orange Street Southwest, Fort Payne, Alabama 35968. And your date of birth? 05/25/87. And a good telephone number I have is 256-997-3463? Yes. And the email I have laceyoverbey@gmail.com? Yes. Okay, so let's see. So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. Um, but looking at the file, it looks like it was a pending request sent for enrollment. So once I do process this cancellation, I do know that will be the only deduction that does come off, but after that, you will be officially canceled, okay? This, this one today will be the only deduction? Correct. Okay. Okay. Well, is there anything else I can assist you with today, Lacey? Nope, that's it. Awesome. Well, you have a wonderful weekend, okay? Thank you, you as well. Thank you. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling the Benefits Center Card, this is Justin. How can I help you today?

Speaker speaker\_1: Uh, yes, sir. Is it-- my name's Lacey Overbey and I work for Surge Staffing in Fort Payne. And I had- was under the impression that I had declined coverage, 'cause I have insurance, uh, but then it was taken out of my check today, so they gave me this number to call to cancel.

Speaker speaker\_0: Okay, so Surge Staffing. What's the last four of your Social?

Speaker speaker\_1: 5461.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Lacey?

Speaker speaker\_1: Yes. 3120 Orange Street Southwest, Fort Payne, Alabama 35968.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: 05/25/'87.

Speaker speaker\_0: And a good telephone number I have is 256-997-3463?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have laceyoverbey@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so let's see. So looking at the file, it looks like Surge auto-enrolled you into that medical plan. However, I'll go ahead and cancel it for you. Um, but looking at the file, it looks like it was a pending request sent for enrollment. So once I do process this cancellation, I do know that will be the only deduction that does come off, but after that, you will be officially canceled, okay?

Speaker speaker\_1: This, this one today will be the only deduction?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Well, is there anything else I can assist you with today, Lacey?

Speaker speaker\_1: Nope, that's it.

Speaker speaker\_0: Awesome. Well, you have a wonderful weekend, okay?

Speaker speaker\_1: Thank you, you as well.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye.