

Transcript: Justin

Mills-4708161241137152-4656445942579200

Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Oh, sorry. Hi, can you hear me? Yeah, I can hear you. Okay. Um, I'm calling to see if I can cancel a, um, uh, a coverage that was put at work. Okay. What's the staffing agency you work for? Um, Surge. And the last four of your social? Uh, 9054. And what was your first and last name? Eva Salas-Ruiz, or Salas. There are two Salas. Okay. Did you recently just start with S- Surge Staffing? Uh, yes, a couple months back. Here, what's your full social? Uh, it is... Let me see. 640-64-9827. Oh, I gave you the last four of my phone number. I'm so sorry. Let me see here. Okay. Yeah, but it's 640-64-9827. 9827. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Eva Marie, Maria? Yes. It is 4608 Paisley Place, Raleigh, North Carolina 27604. Looks like I have a different address on file. Um, it's, uh, 3920 Saratoga Drive, Raleigh, North Carolina 27604. Yeah. Is that a o- Is that a old address? Uh, that one's fine. Okay. And confirm your date of birth for me. Um, December 22nd, 1998. And a good telephone number have is 919-514-5796. Um, yes. And the email I have is A-N-A-S-A-L-A-S-A-S 554 at gmail? Yes. Okay. So I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay? Do you know how much the, um, deduction is for? Uh, \$15.16. Okay. Is there anything else I can assist you with today? All right, so once it's released, then... Correct, yes. Yes. Okay. All right, thank you. You're welcome. You have a great day, okay? You too. Okay. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_1: Oh, sorry. Hi, can you hear me?

Speaker speaker_0: Yeah, I can hear you.

Speaker speaker_1: Okay. Um, I'm calling to see if I can cancel a, um, uh, a coverage that was put at work.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 9054.

Speaker speaker_0: And what was your first and last name?

Speaker speaker_1: Eva Salas-Ruiz, or Salas. There are two Salas.

Speaker speaker_0: Okay. Did you recently just start with S- Surge Staffing?

Speaker speaker_1: Uh, yes, a couple months back.

Speaker speaker_0: Here, what's your full social?

Speaker speaker_1: Uh, it is... Let me see. 640-64-9827. Oh, I gave you the last four of my phone number. I'm so sorry.

Speaker speaker_0: Let me see here. Okay.

Speaker speaker_1: Yeah, but it's 640-64-9827.

Speaker speaker_0: 9827. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Eva Marie, Maria?

Speaker speaker_1: Yes. It is 4608 Paisley Place, Raleigh, North Carolina 27604.

Speaker speaker_0: Looks like I have a different address on file.

Speaker speaker_1: Um, it's, uh, 3920 Saratoga Drive, Raleigh, North Carolina 27604.

Speaker speaker_0: Yeah. Is that a o- Is that a old address?

Speaker speaker_1: Uh, that one's fine.

Speaker speaker_0: Okay. And confirm your date of birth for me.

Speaker speaker_1: Um, December 22nd, 1998.

Speaker speaker_0: And a good telephone number have is 919-514-5796.

Speaker speaker_1: Um, yes.

Speaker speaker_0: And the email I have is A-N-A-S-A-L-A-S-A-S 554 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll deductions, but after that, you should be officially canceled. Okay?

Speaker speaker_1: Do you know how much the, um, deduction is for?

Speaker speaker_0: Uh, \$15.16.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything else I can assist you with today?

Speaker speaker_1: All right, so once it's released, then...

Speaker speaker_0: Correct, yes. Yes.

Speaker speaker_1: Okay. All right, thank you.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: You too. Okay.

Speaker speaker_0: All right, bye-bye.