

Transcript: Justin

Mills-4818840770265088-6511933185802240

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Hi, Justin. Um, I'm actually calling to unenroll in the benefits through my employer. They gave me your number and said to call you all. Okay. Um, what's that staffing agency you work for? Surge Staffing. And the last four of your Social? 6057. And what was your first n- last name again? I'm sorry. Amelia Roses. She's... here. And for security purposes, could you verify the home address, including city, state and zip code, Amelia? It's 499 South Main Street, Mansfield, Ohio 44907. And confirm your date of birth? October 20th, 1995. And a good telephone number have is 419-610-1188? Um, that's actually gonna end up being changed, but yeah. Okay. What's a good telephone number for you? Um, that's still that one. I'm just getting a new phone, a new number tomorrow. Okay. No worries. Uh, so let's see here. And the email I have is amelia.neal.56@gmail? Yes, sir. Okay. Um, so just to confirm, you wanted to cancel the dental, vision and the VIP standard for employee plus child and free Rx for employee only. Correct? Right. Okay. So, let's see here. So- Mm-hmm. ... I'll go ahead and cancel that 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 reductions. But after that you should be officially canceled. Okay, Amelia? Okay. Thank you. You're welcome. You have a great day, okay? B- bye-bye. All right. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. Um, I'm actually calling to unenroll in the benefits through my employer. They gave me your number and said to call you all.

Speaker speaker_1: Okay. Um, what's that staffing agency you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 6057.

Speaker speaker_1: And what was your first n- last name again? I'm sorry.

Speaker speaker_2: Amelia Roses.

Speaker speaker_1: She's... here. And for security purposes, could you verify the home address, including city, state and zip code, Amelia?

Speaker speaker_2: It's 499 South Main Street, Mansfield, Ohio 44907.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: October 20th, 1995.

Speaker speaker_1: And a good telephone number have is 419-610-1188?

Speaker speaker_2: Um, that's actually gonna end up being changed, but yeah.

Speaker speaker_1: Okay. What's a good telephone number for you?

Speaker speaker_2: Um, that's still that one. I'm just getting a new phone, a new number tomorrow.

Speaker speaker_1: Okay. No worries. Uh, so let's see here. And the email I have is amelia.neal.56@gmail?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Um, so just to confirm, you wanted to cancel the dental, vision and the VIP standard for employee plus child and free Rx for employee only. Correct?

Speaker speaker_2: Right.

Speaker speaker_1: Okay. So, let's see here. So-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... I'll go ahead and cancel that 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 reductions. But after that you should be officially canceled. Okay, Amelia?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. You have a great day, okay?

Speaker speaker_2: B- bye-bye.

Speaker speaker_1: All right. Bye-bye.