

Transcript: Justin

Mills-4837532221620224-5738978077097984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, this is Tom Stur calling. I'm ca- calling to, uh, cancel the, um, the insurance you all have taken out of my check. Okay. What's the s- staffing agency you work for? S- Sir Staffing. And the last four of your Social? 8095. And for security purposes, can you verify your home address, including city, state, and zip code? 71 Horse Avenue, Harrisburg, Pennsylvania 17201. And your date of birth? 11-13-1961. And a good telephone number have as 223-386-7705. Y- yes, sir. And the email have as brooks.dev67@outlook.com? Yes, sir. Okay, so looking at the file, it looks like Surge Auto enrolled you into that medical plan. Mm-hmm. However, I'll go ahead and cancel it for you. But I do want to let you know- Yeah, sure. Sure. But I do want to let you know that 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, Thomas? Okay. How much are you taking out of my check? Uh, the deduction's \$15.16 per week. Okay. Yes, I already have insurance and plus don't cover everything that I need anyhow. Totally understandable. Is there anything else I can help you with today, Thomas? No, sir. You have... You have a good day and a safe weekend. You as well, sir. Bye-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 in a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes, this is Tom Stur calling. I'm ca- calling to, uh, cancel the, um, the insurance you all have taken out of my check.

Speaker speaker_1: Okay. What's the s- staffing agency you work for?

Speaker speaker_2: S- Sir Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 8095.

Speaker speaker_1: And for security purposes, can you verify your home address, including city, state, and zip code?

Speaker speaker_2: 71 Horse Avenue, Harrisburg, Pennsylvania 17201.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 11-13-1961.

Speaker speaker_1: And a good telephone number have as 223-386-7705.

Speaker speaker_2: Y- yes, sir.

Speaker speaker_1: And the email have as brooks.dev67@outlook.com?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay, so looking at the file, it looks like Surge Auto enrolled you into that medical plan.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: However, I'll go ahead and cancel it for you. But I do want to let you know-

Speaker speaker_2: Yeah, sure. Sure.

Speaker speaker_1: But I do want to let you know that 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, Thomas?

Speaker speaker_2: Okay. How much are you taking out of my check?

Speaker speaker_1: Uh, the deduction's \$15.16 per week.

Speaker speaker_2: Okay. Yes, I already have insurance and plus don't cover everything that I need anyhow.

Speaker speaker_1: Totally understandable. Is there anything else I can help you with today, Thomas?

Speaker speaker_2: No, sir. You have... You have a good day and a safe weekend.

Speaker speaker_1: You as well, sir. Bye-bye.

Speaker speaker_2: Bye.