

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yeah, Justin, I need to opt out of the Benefits of the Card package that Surge put on me. Okay. So Surge Staffing, what's the last four of your social? It's five, six, three, five. And your first and last name? Shane Carter. And for security purposes, can you verify your home address, including city, state and zip code, Shane? 209 Watson Avenue, PO Box 12, uh, Mylesville, Ohio, 43723. Looks like I have a different address on file. Would that be 14A Yorkshire Drive or 244? I have 244. I've, I just moved three times, uh, yeah, I just moved three times, but it's 244 South 2nd Street, Mylesville, Ohio. 47 or 43723. Okay, and confirm your date of birth? And can I, I got to go ahead and update that. 1/15/91. Here, and what's the new address so I can go ahead and update it in our system? That'll be 209 Watson Avenue, PO Box 12, Mylesville, Ohio, 43723. Okay. And a good telephone number I have is 803-422-8703. Yes, sir. And the email I have is S-H-Y-S-T-A 6969 at Gmail? Yes, sir. Okay. So 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 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. You Shane? Yes, sir. That works for me. Awesome. Is there anything else I could help you out with today? No, sir. That's all. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right? Yes, sir. You do the same. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Uh, yeah, Justin, I need to opt out of the Benefits of the Card package that Surge put on me.

Speaker speaker_0: Okay. So Surge Staffing, what's the last four of your social?

Speaker speaker_1: It's five, six, three, five.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Shane Carter.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Shane?

Speaker speaker_1: 209 Watson Avenue, PO Box 12, uh, Mylesville, Ohio, 43723.

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

Speaker speaker_1: Would that be 14A Yorkshire Drive or 244?

Speaker speaker_0: I have 244.

Speaker speaker_1: I've, I just moved three times, uh, yeah, I just moved three times, but it's 244 South 2nd Street, Mylesville, Ohio. 47 or 43723.

Speaker speaker_0: Okay, and confirm your date of birth?

Speaker speaker_1: And can I, I got to go ahead and update that. 1/15/91.

Speaker speaker_0: Here, and what's the new address so I can go ahead and update it in our system?

Speaker speaker_1: That'll be 209 Watson Avenue, PO Box 12, Mylesville, Ohio, 43723.

Speaker speaker_0: Okay. And a good telephone number I have is 803-422-8703.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email I have is S-H-Y-S-T-A 6969 at Gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. So it looks like Surge auto-enrolled you into that medical plan.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: However, I'll go ahead and cancel it for you. But 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. You Shane?

Speaker speaker_1: Yes, sir. That works for me.

Speaker speaker_0: Awesome. Is there anything else I could help you out with today?

Speaker speaker_1: No, sir. That's all.

Speaker speaker_0: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day. All right?

Speaker speaker_1: Yes, sir. You do the same.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.