

Transcript: Justin

Mills-6251639917199360-4537166927970304

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yeah. I just got that, and, uh, I don't think I want it because I, I, I don't wanna pay for it. I just got that in the mail just a minute ago. I don't- Okay. ... remember asking for it. Okay. Do you work for a staffing agency? Yeah, Surge. Okay. Well, I do know that Surge Staffing does auto enroll their new hires into a medical plan, usually 30 days after their first paycheck. Okay. However, I can pull your file for you to confirm that, if that happened to you or not. Well, it probably did 'cause that's about how long I've been working for 'em. Okay. So Surge Staffing- Maybe a little longer. What's the last four of your Social? It's, uh, 9508. And your first and last name? Jeffrey Hamilton. Okay. And for security purposes, can you verify the home address, including city, state, and ZIP Code, Mr. Hamilton? Um, well, it's Xenia, Ohio. It's, um, 124 North, uh, North Detroit Street. I'm not sure what the ZIP Code is. I haven't lived here very long. And confirm your date of birth? 12/10/'66. And a good telephone number to have is 937-829-7629. Yes, that's my phone number. And the email address is jeffreyhamilton506@gmail? Yep, that's it. Okay. Did you wanna cancel the coverage? Yeah, I just want to cancel it. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Jeffrey? Okay. Okay. Well, is there anything else I can help you out with today? No, that's it. Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? Okay, thanks. 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 and a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yeah. I just got that, and, uh, I don't think I want it because I, I, I don't wanna pay for it. I just got that in the mail just a minute ago. I don't-

Speaker speaker_1: Okay.

Speaker speaker_2: ... remember asking for it.

Speaker speaker_1: Okay. Do you work for a staffing agency?

Speaker speaker_2: Yeah, Surge.

Speaker speaker_1: Okay. Well, I do know that Surge Staffing does auto enroll their new hires into a medical plan, usually 30 days after their first paycheck.

Speaker speaker_2: Okay.

Speaker speaker_1: However, I can pull your file for you to confirm that, if that happened to you or not.

Speaker speaker_2: Well, it probably did 'cause that's about how long I've been working for 'em.

Speaker speaker_1: Okay. So Surge Staffing-

Speaker speaker_2: Maybe a little longer.

Speaker speaker_1: What's the last four of your Social?

Speaker speaker_2: It's, uh, 9508.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Jeffrey Hamilton.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state, and ZIP Code, Mr. Hamilton?

Speaker speaker_2: Um, well, it's Xenia, Ohio. It's, um, 124 North, uh, North Detroit Street. I'm not sure what the ZIP Code is. I haven't lived here very long.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 12/10/'66.

Speaker speaker_1: And a good telephone number to have is 937-829-7629.

Speaker speaker_2: Yes, that's my phone number.

Speaker speaker_1: And the email address is jeffreyhamilton506@gmail?

Speaker speaker_2: Yep, that's it.

Speaker speaker_1: Okay. Did you wanna cancel the coverage?

Speaker speaker_2: Yeah, I just want to cancel it.

Speaker speaker_1: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna 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, Jeffrey?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Well, is there anything else I can help you out with today?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker_2: Okay, thanks.

Speaker speaker_1: All right, bye-bye.