

Transcript: Justin

Mills-6472252161310720-5264842667114496

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yes, sir. I was calling to get un-enrolled on the insurance stuff, I guess. Okay. I just- What's the staffing agency you work for? Uh, Surge Staffing in Cambridge, Ohio. And the last four of your social? Uh, 0481. Name's Jason Williams. And for security purposes, could you verify your home address, including city, state and zip code, Jason? 1203A Studentville Avenue, Cambridge, Ohio 43725. Looks like I have a different address on file. Okay. Would it be, uh, 1960 Greenwood Avenue, Lot 7- Yes, sir. Is that your old address? ... Cambridge, Ohio? That's my old address, yes. I, I thought I might've... I thought I updated it when I went to Surge, but I must not have. No worries. What's the new address so I can go ahead and update in our system? It's, uh, 1203A Studentville Avenue, Cambridge, Ohio 43725. And confirm your date of birth. 10/2/1983. And a good telephone number have is 740-255-3832. Yes, sir. And the email has his jw634300 at gmail? Yes, sir. Okay. Um, so looking at the file, it looks like Surge auto-enrolled you into that medical plan, um, but 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 reductions. But after that, you should be officially canceled. Okay, Mr. Williams? All righty, I appreciate it. You're welcome. You have a great day, okay? Y- you too. Bye-bye. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, sir. I was calling to get un-enrolled on the insurance stuff, I guess.

Speaker speaker_0: Okay.

Speaker speaker_1: I just-

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

Speaker speaker_1: Uh, Surge Staffing in Cambridge, Ohio.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: Uh, 0481. Name's Jason Williams.

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

Speaker speaker_1: 1203A Studentville Avenue, Cambridge, Ohio 43725.

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

Speaker speaker_1: Okay. Would it be, uh, 1960 Greenwood Avenue, Lot 7-

Speaker speaker_0: Yes, sir. Is that your old address?

Speaker speaker_1: ... Cambridge, Ohio? That's my old address, yes. I, I thought I might've... I thought I updated it when I went to Surge, but I must not have.

Speaker speaker_0: No worries. What's the new address so I can go ahead and update in our system?

Speaker speaker_1: It's, uh, 1203A Studentville Avenue, Cambridge, Ohio 43725.

Speaker speaker_0: And confirm your date of birth.

Speaker speaker_1: 10/2/1983.

Speaker speaker_0: And a good telephone number have is 740-255-3832.

Speaker speaker_1: Yes, sir.

Speaker speaker_0: And the email has his jw634300 at gmail?

Speaker speaker_1: Yes, sir.

Speaker speaker_0: Okay. Um, so looking at the file, it looks like Surge auto-enrolled you into that medical plan, um, but 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 reductions. But after that, you should be officially canceled. Okay, Mr. Williams?

Speaker speaker_1: All righty, I appreciate it.

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

Speaker speaker_1: Y- you too. Bye-bye.

Speaker speaker_0: All right. Bye-bye.