

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and Occur. This is Justin. How can I help you today? Hiya, sir. My name is Richard Jishimo. My employer ID is D47696122. Okay. Um, what's the staffing agency you work for and the last four of your Social? Uh, my last four digits Social? Correct. Huh? Three, two, five, one. And your employer? My employer ID? No, sir, your employer. Oh. Who do you work for? Oh, I work w- for Surge, for Surge, uh, with, uh... Surge is an agency. Okay. But I work with, uh, PPG. Okay, so Surge Staffing and 3251, you said? Yeah. Okay. Your first and last name? It's Richard Jishimo. Okay. And for security purposes, can you verify your home address, including city, state and zip code? 44535 Beaufort Boulevard, Dayton, Ohio 45424. And your date of birth? March 12, 1998. And a good telephone number I have is 216-3585. Yes. And the email I have is your first and last name, the number one at gmail.com? Yes. Okay. How can I help you today? Yes, uh, I, I recently received a, a card from you guys, and, uh, I was already got another insurance. So I would like, if you guys can help me out, to cancel this one. Okay. So you want to cancel this coverage? Yeah. I want to cancel this coverage because I already got another one, so... Okay, no worries. Um... I already know that number. Yes. Yes. So I'll go ahead and cancel the 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- Okay. ... experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Richard? Okay. Thank you. You're welcome. You have a great weekend, okay? You too as well. All right, bye-bye. Uh-huh. Bye.

Conversation Format

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

Speaker speaker_1: Hiya, sir. My name is Richard Jishimo. My employer ID is D47696122.

Speaker speaker_0: Okay. Um, what's the staffing agency you work for and the last four of your Social?

Speaker speaker_1: Uh, my last four digits Social?

Speaker speaker_0: Correct.

Speaker speaker_1: Huh? Three, two, five, one.

Speaker speaker_0: And your employer?

Speaker speaker_1: My employer ID?

Speaker speaker_0: No, sir, your employer.

Speaker speaker_1: Oh.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: Oh, I work w- for Surge, for Surge, uh, with, uh... Surge is an agency.

Speaker speaker_0: Okay.

Speaker speaker_1: But I work with, uh, PPG.

Speaker speaker_0: Okay, so Surge Staffing and 3251, you said?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Your first and last name?

Speaker speaker_1: It's Richard Jishimo.

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

Speaker speaker_1: 44535 Beaufort Boulevard, Dayton, Ohio 45424.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: March 12, 1998.

Speaker speaker_0: And a good telephone number I have is 216-3585.

Speaker speaker_1: Yes.

Speaker speaker_0: And the email I have is your first and last name, the number one at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. How can I help you today?

Speaker speaker_1: Yes, uh, I, I recently received a, a card from you guys, and, uh, I was already got another insurance. So I would like, if you guys can help me out, to cancel this one.

Speaker speaker_0: Okay. So you want to cancel this coverage?

Speaker speaker_1: Yeah. I want to cancel this coverage because I already got another one, so...

Speaker speaker_0: Okay, no worries. Um...

Speaker speaker_1: I already know that number. Yes.

Speaker speaker_0: Yes. So I'll go ahead and cancel the 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-

Speaker speaker_1: Okay.

Speaker speaker_0: ... experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Richard?

Speaker speaker_1: Okay. Thank you.

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

Speaker speaker_1: You too as well.

Speaker speaker_0: All right, bye-bye.

Speaker speaker_1: Uh-huh. Bye.