

## Transcript: VICTORIA

Taylor-4519788707627008-5459626369794048

### Full Transcript

Your call may be monitored or recorded for quality assurance- Yeah. ... purposes. Thank you for calling Benefits in a Card. This is how can I help you? Yes, uh, I work for Surge and I was wanting to, uh, decline the Benefits in a Card. Okay. Uh, what's the last four of your social? 6439. And your first and last name? Zachary Osborne. Do you mind verifying your address and date of birth? 8150 High Street, Thurston, Ohio 43157. Uh, 01/22/1992. And then phone number is, uh, 740-605-7775? Yes. Email is going to be osbornz, as in zebra, and then c as in cat@gmail.com? Yes. Okay. Um- Okay. So, I see that you are already enrolled. Uh, what I can do is I can put in a request to have it canceled. Um, with that being said, it typically takes about one to two weeks for the cancellation to be processed through payroll. So, you- Okay. ... may see one to two more payroll deductions. Which if you do, of course- W- ... it will provide... How much... Wh- what is the- Go ahead. ... how much is the deduction? It is \$15.16 a week. Okay, yeah, I'm not worried about that. Um, I was just going to say, if you do see one to two more deductions, it will provide the coverage r- you're paying for until the cancellation has been processed. Okay, that's fine. Um, did you need help with anything else? No, that's it. I appreciate it. Yes, sir. Have a wonderful day. All right, thank you. You too. Thank you. Bye-bye.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... purposes.

Speaker speaker\_2: Thank you for calling Benefits in a Card. This is how can I help you?

Speaker speaker\_1: Yes, uh, I work for Surge and I was wanting to, uh, decline the Benefits in a Card.

Speaker speaker\_2: Okay. Uh, what's the last four of your social?

Speaker speaker\_1: 6439.

Speaker speaker\_2: And your first and last name?

Speaker speaker\_1: Zachary Osborne.

Speaker speaker\_2: Do you mind verifying your address and date of birth?

Speaker speaker\_1: 8150 High Street, Thurston, Ohio 43157. Uh, 01/22/1992.

Speaker speaker\_2: And then phone number is, uh, 740-605-7775?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Email is going to be osbornz, as in zebra, and then c as in cat@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Um-

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, I see that you are already enrolled. Uh, what I can do is I can put in a request to have it canceled. Um, with that being said, it typically takes about one to two weeks for the cancellation to be processed through payroll. So, you-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... may see one to two more payroll deductions. Which if you do, of course-

Speaker speaker\_1: W-

Speaker speaker\_2: ... it will provide...

Speaker speaker\_1: How much... Wh- what is the-

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: ... how much is the deduction?

Speaker speaker\_2: It is \$15.16 a week.

Speaker speaker\_1: Okay, yeah, I'm not worried about that.

Speaker speaker\_2: Um, I was just going to say, if you do see one to two more deductions, it will provide the coverage r- you're paying for until the cancellation has been processed.

Speaker speaker\_1: Okay, that's fine.

Speaker speaker\_2: Um, did you need help with anything else?

Speaker speaker\_1: No, that's it. I appreciate it.

Speaker speaker\_2: Yes, sir. Have a wonderful day.

Speaker speaker\_1: All right, thank you. You too.

Speaker speaker\_2: Thank you. Bye-bye.