

## **Transcript: VICTORIA**

**Taylor-4522146031910912-5658257089282048**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yeah, this is Isaiah Delong. I'm with Surge Staffing in Lancaster, Ohio and, uh, I, I signed up for, like, uh, TeleRx, like, NEC TeleRx tax that I don't need to be getting taxed for because I'm still with my parents', uh, healthcare. And I was wondering if I could opt out of that. Okay. Uh, what's the last four of your Social? Give me one second. It is 3595. And your first and last name again? Isaiah Delong. Okay. Do you mind verifying your address and date of birth? Yeah. My address is 2390 Rainbow Drive Northeast, Lancaster, Ohio 43130. My date of birth is January 30th, 2007. Phone number is 740-438-8450? Yes, ma'am. Okay. And then email is your first and last name 24 at gmail.com? Yes, ma'am. Okay. So, it looks like you're already enrolled. I can definitely put in a request to have it canceled. Okay. Now, with that being said, uh, cancellations are not immediate. It typically takes about one to two weeks for the cancellation- Okay. ... to be processed through your payroll. All right. So, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. All righty. Um, but was there anything else you might need help with? Uh, no, that was, that was it. Yeah. My parents were just worried about that and I told them to take care of it, so. All righty. I will go ahead and- All right. Thank you. ... submit the request to have it canceled and you have a wonderful day. You too. Thank you so much. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, this is Isaiah Delong. I'm with Surge Staffing in Lancaster, Ohio and, uh, I, I signed up for, like, uh, TeleRx, like, NEC TeleRx tax that I don't need to be getting taxed for because I'm still with my parents', uh, healthcare. And I was wondering if I could opt out of that.

Speaker speaker\_0: Okay. Uh, what's the last four of your Social?

Speaker speaker\_1: Give me one second. It is 3595.

Speaker speaker\_0: And your first and last name again?

Speaker speaker\_1: Isaiah Delong.

Speaker speaker\_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah. My address is 2390 Rainbow Drive Northeast, Lancaster, Ohio 43130. My date of birth is January 30th, 2007.

Speaker speaker\_0: Phone number is 740-438-8450?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then email is your first and last name 24 at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So, it looks like you're already enrolled. I can definitely put in a request to have it canceled.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, with that being said, uh, cancellations are not immediate. It typically takes about one to two weeks for the cancellation-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... to be processed through your payroll.

Speaker speaker\_1: All right.

Speaker speaker\_0: So, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_1: All righty.

Speaker speaker\_0: Um, but was there anything else you might need help with?

Speaker speaker\_1: Uh, no, that was, that was it. Yeah. My parents were just worried about that and I told them to take care of it, so.

Speaker speaker\_0: All righty. I will go ahead and-

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: ... submit the request to have it canceled and you have a wonderful day.

Speaker speaker\_1: You too. Thank you so much.

Speaker speaker\_0: Thank you.

Speaker speaker\_1: Bye.

Speaker speaker\_0: Bye-bye.