

Transcript: VICTORIA

Taylor-4653646921252864-5938958163165184

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. My name's Robin Kleina. Um, I'd just like to cancel my insurance with you guys. Okay. Uh, what's the name of the agency you work for? Uh, it's WSI, Workforce Strategies Incorporated. Perfect. Uh, do you... What's the last four of your social as well? 2143. And then if you will verify your address and date of birth. Uh, yeah. It's, um... Why am I blanking on it? Sorry. 4... 54637 Ridgeview Circle, Paw Paw, Michigan 49079. Date of birth is 4/9/1984. And then phone number is 616-218-8001? Correct. Okay. And then email is rkle... l-e-i-n-j-a@gmail.com. Correct. Okay. And are you wanting to cancel everything you're enrolled in too? Yeah. Yep. All righty. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll department, so you may see one to two more payroll deductions. Okay. If you do, it will provide what you're paying for until the, uh, cancellation has been processed through payroll. Okay. So I'll still have coverage for those that are getting paid? Yeah. If you see one or two more payroll deductions, it'll provide the coverage until the cancellation has been processed. Okay. Yes, sir. Okay. Was there anything else? No, no. I, I think that's it. Thank you. You're welcome. You have a wonderful day. You too. Thank you. 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: Hi. My name's Robin Kleina. Um, I'd just like to cancel my insurance with you guys.

Speaker speaker_0: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_1: Uh, it's WSI, Workforce Strategies Incorporated.

Speaker speaker_0: Perfect. Uh, do you... What's the last four of your social as well?

Speaker speaker_1: 2143.

Speaker speaker_0: And then if you will verify your address and date of birth.

Speaker speaker_1: Uh, yeah. It's, um... Why am I blanking on it? Sorry. 4... 54637 Ridgeview Circle, Paw Paw, Michigan 49079. Date of birth is 4/9/1984.

Speaker speaker_0: And then phone number is 616-218-8001?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then email is rkle... l-e-i-n-j-a@gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And are you wanting to cancel everything you're enrolled in too?

Speaker speaker_1: Yeah. Yep.

Speaker speaker_0: All righty. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll department, so you may see one to two more payroll deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: If you do, it will provide what you're paying for until the, uh, cancellation has been processed through payroll.

Speaker speaker_1: Okay. So I'll still have coverage for those that are getting paid?

Speaker speaker_0: Yeah. If you see one or two more payroll deductions, it'll provide the coverage until the cancellation has been processed.

Speaker speaker_1: Okay.

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else?

Speaker speaker_1: No, no. I, I think that's it. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.