

Transcript: VICTORIA

Taylor-5059159516692480-5783972224876544

Full Transcript

Thank you for calling Benefits on Accord. This is Victoria. How can I help you? Good afternoon, Victoria. Um, I'm calling regarding, um, uh, it's because, um, I'm just trying to, I've been trying to cancel my, uh, my enrollment of my, um- Sure. ... my benefits. Okay. Um, what is the name of the agency you work for? Uh, Verstella. And the last four of your social? 4696. And your first and last name? Uh, Jesus Delgado. Do you mind verifying your address and date of birth? Yes, ma'am. Uh, it's, uh, 2917 West Lawrence Lane and my date of birth is June 25th, 1989. For the address, you, it's Phoenix, Arizona, 85051? Correct. Okay, and then phone number 602-502-7142? Yes. And then email is gonna be first and last name, 7142 at gmail.com? Yes. Okay. Are you wanting to cancel everything that you're enrolled into? Yes, ma'am. Okay. So, cancellations do take about one to two weeks to be processed through your payroll department. You may experience one to two more payroll deductions. If you do, of course- Are they that- ... it will That'll be fine. Okay. Just to let you know, if you do see one to two payroll deductions, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Was there anything else we might need help with today? No, ma'am. That's all for today. All right. You have a wonderful day. All right. Thank you. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on Accord. This is Victoria. How can I help you?

Speaker speaker_1: Good afternoon, Victoria. Um, I'm calling regarding, um, uh, it's because, um, I'm just trying to, I've been trying to cancel my, uh, my enrollment of my, um-

Speaker speaker_0: Sure.

Speaker speaker_1: ... my benefits.

Speaker speaker_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker_1: Uh, Verstella.

Speaker speaker_0: And the last four of your social?

Speaker speaker_1: 4696.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, Jesus Delgado.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Yes, ma'am. Uh, it's, uh, 2917 West Lawrence Lane and my date of birth is June 25th, 1989.

Speaker speaker_0: For the address, you, it's Phoenix, Arizona, 85051?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, and then phone number 602-502-7142?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is gonna be first and last name, 7142 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Are you wanting to cancel everything that you're enrolled into?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So, cancellations do take about one to two weeks to be processed through your payroll department. You may experience one to two more payroll deductions. If you do, of course-

Speaker speaker_1: Are they that-

Speaker speaker_0: ... it will

Speaker speaker_2: That'll be fine.

Speaker speaker_0: Okay. Just to let you know, if you do see one to two payroll deductions, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else we might need help with today?

Speaker speaker_1: No, ma'am. That's all for today.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: All right. Thank you. You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.