

## **Transcript: VICTORIA**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I was wondering if I can get help with, um, canceling all my coverage. Okay. What's the name of the agency you work for? Um, PERA. Gotcha. And the last four of your Social? It's 4031. And your first and last name? Sophia To. Do you mind verifying your address and date of birth? Yes. It's 12028 Southeast 292nd Way, Auburn, Washington 98092 and my birthday is February 27th, 2003. Phone number 206-294-8389? Yes. And then email is just first and last name 003 at your email dot com? Yes. Okay. Are you wanting to cancel everything you enrolled in too? Yes. Okay. Um, so I know typically cancellations take about one to two weeks to be processed through payroll. Mm-hmm. So you may see one to two more payroll deductions. Mm-hmm. If you do, uh, the coverage will be provided for until the cancellation is processed. Okay. Was there anything else you might need help with? Um, no, I don't think so. All righty. I'll go ahead and send the request to have it canceled for you and you're good to go from here. All right. Thank you so much. Yes, ma'am. Have a good day. You too. Thank you.

### **Conversation Format**

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

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Hi. I was wondering if I can get help with, um, canceling all my coverage.

Speaker speaker\_1: Okay. What's the name of the agency you work for?

Speaker speaker\_2: Um, PERA.

Speaker speaker\_1: Gotcha. And the last four of your Social?

Speaker speaker\_2: It's 4031.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Sophia To.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Yes. It's 12028 Southeast 292nd Way, Auburn, Washington 98092 and my birthday is February 27th, 2003.

Speaker speaker\_1: Phone number 206-294-8389?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is just first and last name 003 at your email dot com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Are you wanting to cancel everything you enrolled in too?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Um, so I know typically cancellations take about one to two weeks to be processed through payroll.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So you may see one to two more payroll deductions.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: If you do, uh, the coverage will be provided for until the cancellation is processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else you might need help with?

Speaker speaker\_2: Um, no, I don't think so.

Speaker speaker\_1: All righty. I'll go ahead and send the request to have it canceled for you and you're good to go from here.

Speaker speaker\_2: All right. Thank you so much.

Speaker speaker\_1: Yes, ma'am. Have a good day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Thank you.