

Transcript: VICTORIA

Taylor-5220918066855936-6625216461979648

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. I wanted to cancel my benefits. Okay. What's the, uh, name of the agency you work for? Uh, I work with Temp Staff and my name is Isaiah Walker. Okay. And the last four of your Social? Ooh. Ooh. That's a lot. I forgot about... I'm going to have to... Oh, look. 2790. Okay. Do you mind verifying your address and date of birth? 667 Parkland D. Roosevelt Drive. Date of birth, 09/18/2000. And then phone number is 769-216-7052? Yes, my phone number. Yes, sir. Um, and then email is zaywalker43@gmail.com. Yes, ma'am. Okay. Are you wanting to cancel everything you enrolled in, too? Yes. I want to cancel everything. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll, so you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has canceled it on their end. Oh, okay. Do you need help with anything else? You said I may, right? So it's not guaranteed. Yes. You may. Um, so I, I know, like, with cancellations, it's not immediate. It has to be processed through your payroll department, so there is a possibility you'll experience one to two more payroll deductions. Okay. That's fine. Yes, sir. Uh, did you need help with anything else? Uh, no, ma'am. That was really it. Okay. You have a wonderful day. All right. Thank you so much. You're welcome. 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: Yes. I wanted to cancel my benefits.

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

Speaker speaker_1: Uh, I work with Temp Staff and my name is Isaiah Walker.

Speaker speaker_0: Okay. And the last four of your Social?

Speaker speaker_1: Ooh. Ooh. That's a lot. I forgot about... I'm going to have to... Oh, look. 2790.

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

Speaker speaker_1: 667 Parkland D. Roosevelt Drive. Date of birth, 09/18/2000.

Speaker speaker_0: And then phone number is 769-216-7052?

Speaker speaker_1: Yes, my phone number.

Speaker speaker_0: Yes, sir. Um, and then email is zaywalker43@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Are you wanting to cancel everything you enrolled in, too?

Speaker speaker_1: Yes. I want to cancel everything.

Speaker speaker_0: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll, so you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has canceled it on their end.

Speaker speaker_1: Oh, okay.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: You said I may, right? So it's not guaranteed.

Speaker speaker_0: Yes. You may. Um, so I, I know, like, with cancellations, it's not immediate. It has to be processed through your payroll department, so there is a possibility you'll experience one to two more payroll deductions.

Speaker speaker_1: Okay. That's fine.

Speaker speaker_0: Yes, sir. Uh, did you need help with anything else?

Speaker speaker_1: Uh, no, ma'am. That was really it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: You're welcome. Bye-bye.