

Transcript: VICTORIA

Taylor-5280777150185472-4671463628783616

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, ma'am. Uh, I work at Hydro-Gear in Princeton, Kentucky. And, uh, I'm just wanting to cancel my insurance. Okay. Uh, what's the name of the agency you work for? Uh, ISA. And the last four of your Social? 7383. Okay. And, um, your first and last name? Uh, Brandon Burcham. All right. Do you mind verifying your address and date of birth? Yes. Uh, I might've put it wrong down on the application but it's 28 Golf Street, Apartment A, Providence, Kentucky. 42450. So, it should be 208, not 116. Yes. Sorry. That's fine. And, uh, your date of birth? Uh, it is August 14th, 1997. And then phone number 270-693-1565? Uh, no. I was using my cousin's. I got my phone number back now, so, uh, we can change that too if you want to. Okay. So 270-841-1848? Yes, ma'am. And then email is just first initial, last name, twelve oh two at iCloud? Yes, ma'am. Now, are you wanting to cancel the medical and the dental that you have? Uh, can I just keep the dental? Yeah, if you want to do that. Um, so with just keeping dental, it would bring the deduction down to \$3.38 a week. Yeah, that's fine. That works. Now, it does typically take about one to two weeks for any type of cancellation to be processed through your payroll department. So, you may see, uh, one to two more deductions for the medical. If you do, it will provide the coverage you're paying for until the changes have been processed through your, uh, payroll department. All righty. Sounds good. Um, and then, let's see. Was there anything else you might need help with? Nope, that would be it. Okay. All righty. You have a wonderful day. All righty. Thank you. Bye. Thank you. 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, ma'am. Uh, I work at Hydro-Gear in Princeton, Kentucky. And, uh, I'm just wanting to cancel my insurance.

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

Speaker speaker_1: Uh, ISA.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 7383.

Speaker speaker_0: Okay. And, um, your first and last name?

Speaker speaker_1: Uh, Brandon Burcham.

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

Speaker speaker_1: Yes. Uh, I might've put it wrong down on the application but it's 28 Golf Street, Apartment A, Providence, Kentucky. 42450.

Speaker speaker_0: So, it should be 208, not 116.

Speaker speaker_1: Yes. Sorry.

Speaker speaker_0: That's fine. And, uh, your date of birth?

Speaker speaker_1: Uh, it is August 14th, 1997.

Speaker speaker_0: And then phone number 270-693-1565?

Speaker speaker_1: Uh, no. I was using my cousin's. I got my phone number back now, so, uh, we can change that too if you want to.

Speaker speaker_0: Okay. So 270-841-1848?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is just first initial, last name, twelve oh two at iCloud?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Now, are you wanting to cancel the medical and the dental that you have?

Speaker speaker_1: Uh, can I just keep the dental?

Speaker speaker_0: Yeah, if you want to do that. Um, so with just keeping dental, it would bring the deduction down to \$3.38 a week.

Speaker speaker_1: Yeah, that's fine. That works.

Speaker speaker_0: Now, it does typically take about one to two weeks for any type of cancellation to be processed through your payroll department. So, you may see, uh, one to two more deductions for the medical. If you do, it will provide the coverage you're paying for until the changes have been processed through your, uh, payroll department.

Speaker speaker_1: All righty. Sounds good.

Speaker speaker_0: Um, and then, let's see. Was there anything else you might need help with?

Speaker speaker_1: Nope, that would be it.

Speaker speaker_0: Okay. All righty. You have a wonderful day.

Speaker speaker_1: All righty. Thank you. Bye.

Speaker speaker_0: Thank you. Bye-bye.