

Transcript: VICTORIA

Taylor-5326768641196032-6116559775383552

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? Yes, good afternoon all. I'm calling because I'm trying to cancel this plan that I have. Okay. What's the name of the agency you work for? Um, shoot. Trinity I believe I thought you said. Let me make sure. I think it's called Trinity though. I'm not aware of a staffing agency called Trinity. Does it go by anything else? Um, I'm making this up now. I'm sorry. Okay. I'm sorry, Integrity. Integrity Trade Services? Yes. Okay. And the last four of your Social? 7304. And your first and last name? First name is D'Angelo, last name Henry. Do you mind verifying your address and date of birth? 15647 Greenwood Road, Dawson, Illinois. Zip code 60419, Apartment 1M. Your date of birth? February 2nd, 1986. Phone number 312-983-0201? That's correct. All right, and then email's gonna be firstandlastname@gmail. That's correct. Okay. And you're wanting to cancel the medical and the dental? Yes. Okay. Cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions. If you do, of course it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. Did you need help with anything else? Uh, no, thank you. You're welcome. You have a wonderful day. All right, you too. Thank you. Bye-bye.

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_3: Yes, good afternoon all. I'm calling because I'm trying to cancel this plan that I have.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_3: Um, shoot. Trinity I believe I thought you said. Let me make sure. I think it's called Trinity though.

Speaker speaker_1: I'm not aware of a staffing agency called Trinity. Does it go by anything else?

Speaker speaker_3: Um, I'm making this up now. I'm sorry.

Speaker speaker_1: Okay.

Speaker speaker_3: I'm sorry, Integrity.

Speaker speaker_1: Integrity Trade Services?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. And the last four of your Social?

Speaker speaker_3: 7304.

Speaker speaker_1: And your first and last name?

Speaker speaker_3: First name is D'Angelo, last name Henry.

Speaker speaker_1: Do you mind verifying your address and date of birth?

Speaker speaker_3: 15647 Greenwood Road, Dawson, Illinois. Zip code 60419, Apartment 1M.

Speaker speaker_1: Your date of birth?

Speaker speaker_3: February 2nd, 1986.

Speaker speaker_1: Phone number 312-983-0201?

Speaker speaker_3: That's correct.

Speaker speaker_1: All right, and then email's gonna be firstandlastname@gmail.

Speaker speaker_3: That's correct.

Speaker speaker_1: Okay. And you're wanting to cancel the medical and the dental?

Speaker speaker_3: Yes.

Speaker speaker_1: Okay. Cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more payroll deductions. If you do, of course it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker_3: Okay.

Speaker speaker_1: Did you need help with anything else?

Speaker speaker_3: Uh, no, thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_3: All right, you too.

Speaker speaker_1: Thank you. Bye-bye.