

Transcript: VICTORIA

Taylor-5393615474868224-4657829997658112

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... can I help you? Hi, I wanted to cancel my insurance. Okay. Uh, what's the name of the agency you work for? Uh, Surge Staffing. And the last four of your Social? 7150. And your first and last name? Cydney Zane. How do you spell your first name? C-Y-D-N-E-E. Okay. And do you mind verifying your address and date of birth? 3759 Mila Lane, Carson City, um, 020185. And then phone number 209-430-4924? Oh, yeah. Yeah, sorry, I forgot that. All right. E-mail's going to be first... I'm sorry. No worries. Uh, phone nu- or, um, sorry, email address is going to be first and last name at Yahoo.com? Yes, that's correct. Okay. And are you wanting to cancel everything you enrolled in too? Yeah, I just... Yeah. Yes, please. Okay. Um, so I know typically cancellations take ... process through payroll. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Uh, was there anything else that you might need help with? No, that's it. All righty. You have a wonderful day. Oh. You have a great day today. Buh-bye. Buh-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 ... can I help you?

Speaker speaker_2: Hi, I wanted to cancel my insurance.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Surge Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7150.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Cydney Zane.

Speaker speaker_1: How do you spell your first name?

Speaker speaker_2: C-Y-D-N-E-E.

Speaker speaker_1: Okay. And do you mind verifying your address and date of birth?

Speaker speaker_2: 3759 Mila Lane, Carson City, um, 020185.

Speaker speaker_1: And then phone number 209-430-4924?

Speaker speaker_2: Oh, yeah. Yeah, sorry, I forgot that.

Speaker speaker_1: All right. E-mail's going to be first...

Speaker speaker_2: I'm sorry.

Speaker speaker_1: No worries. Uh, phone nu- or, um, sorry, email address is going to be first and last name at Yahoo.com?

Speaker speaker_2: Yes, that's correct.

Speaker speaker_1: Okay. And are you wanting to cancel everything you enrolled in too?

Speaker speaker_2: Yeah, I just... Yeah. Yes, please.

Speaker speaker_1: Okay. Um, so I know typically cancellations take ... process through payroll. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay.

Speaker speaker_1: Uh, was there anything else that you might need help with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Oh. You have a great day today. Buh-bye.

Speaker speaker_1: Buh-bye.