

## **Transcript: VICTORIA**

**Taylor-5481909537161216-4827583399542784**

### **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? Um, yes. I need to cancel my benefits. Okay. Uh, what's the name of the agency you work for? I work for Oxford HIM. And the last four of your social? 0278. Okay. And your first and last name for me. Elizabeth Stetler. Uh, do you mind verifying your address and date of birth as well? Sure. 779 137 Ivy Hill Drive, West Lafayette, Indiana 47906. And phone number's 765-426-0928? Yeah. And then email's just gonna be lastname.firstname@gmail.com? Yes. Is that right? Yes. Mm-hmm. Oh, okay. Um- That's right. Let's see. So you're wanting to cancel the short-term disability and the term life? Yes, correct. Okay. Um, so I know cancellations typically take about one to two weeks to be processed through payroll. Mm-hmm. So you may see one to two more payroll deductions. Okay. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Sounds great. Uh, did you need help with anything else? That is all. Thank you very much. You're welcome. Have a good day. Thanks. You too. Bye-bye. 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\_2: Um, yes. I need to cancel my benefits.

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

Speaker speaker\_2: I work for Oxford HIM.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 0278.

Speaker speaker\_1: Okay. And your first and last name for me.

Speaker speaker\_2: Elizabeth Stetler.

Speaker speaker\_1: Uh, do you mind verifying your address and date of birth as well?

Speaker speaker\_2: Sure. 779 137 Ivy Hill Drive, West Lafayette, Indiana 47906.

Speaker speaker\_1: And phone number's 765-426-0928?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then email's just gonna be lastname.firstname@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Is that right?

Speaker speaker\_2: Yes. Mm-hmm.

Speaker speaker\_1: Oh, okay. Um-

Speaker speaker\_2: That's right.

Speaker speaker\_1: Let's see. So you're wanting to cancel the short-term disability and the term life?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: Okay. Um, so I know cancellations typically 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: Okay.

Speaker speaker\_1: If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_2: Okay. Sounds great.

Speaker speaker\_1: Uh, did you need help with anything else?

Speaker speaker\_2: That is all. Thank you very much.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: Thanks. You too. Bye-bye.

Speaker speaker\_1: Bye-bye.