

## **Transcript: VICTORIA**

**Taylor-5588203220418560-4985662191353856**

### **Full Transcript**

Thank you for calling Benefits Center Card. This is Victoria. How can I help you? How you doing, ma'am? Good, and how are you? I'm doing good. I need to, um... Look, I finally got in touch with somebody. I need to cancel my insurance because nobody around here takes it. Okay. What's the name- So I'm just ... I'm just trying to- ... for you? M-Michael Harefield. Okay. What's the name of the agency you work for? Mega 4 Staffing. And the last four of your Social? 4059. Okay. Uh, do you mind verifying your address and date of birth? 477 Water Oak Road. My date of birth, 03-29-84. All right. Phone number 336-271-9909? Yes, ma'am. And then email is last name, first name, 84 at gmail.com? Yes, ma'am. Okay. I'm going to need you to- I tried to go online and it said that it d- it didn't recognize me. Okay. Are you wanting to cancel everything you enrolled in too? I'm wanting to cancel everything. How can I keep my life in- my little... How much is my little life insurance and short-term? Um, so what you pay for term life is \$1.96 and the short-term disability is \$3.66. Now the actual- Okay. I'm a keep it. ... benefit amount... Okay. Um, so you're wanting to keep the term life and the short-term disability but cancel everything else? Yes, ma'am. Okay. So, all that would be coming out of your check at this point would be for the short-term disability and term life which is \$5.62 a week in total. Okay. Now, e- any type of, like, change or cancellation to your enrollment does take about one to two weeks to be processed- Okay. ... through your payroll department. That's what... So you may see, uh, one to two more deductions with everything else, like, you know, for medical, dental and vision on one to two more checks. Okay. If we do, of course, it will provide the coverage until the cancellation has been processed. Okay. Thank you. You're welcome. Did you need help with anything else? That'll do it, ma'am. Thank you a lot. You're welcome. You have a wonderful day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center Card. This is Victoria. How can I help you?

Speaker speaker\_1: How you doing, ma'am?

Speaker speaker\_0: Good, and how are you?

Speaker speaker\_1: I'm doing good. I need to, um... Look, I finally got in touch with somebody. I need to cancel my insurance because nobody around here takes it.

Speaker speaker\_0: Okay. What's the name-

Speaker speaker\_1: So I'm just ... I'm just trying to-

Speaker speaker\_0: ... for you?

Speaker speaker\_1: M-Michael Harefield.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Mega 4 Staffing.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 4059.

Speaker speaker\_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_1: 477 Water Oak Road. My date of birth, 03-29-84.

Speaker speaker\_0: All right. Phone number 336-271-9909?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then email is last name, first name, 84 at gmail.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. I'm going to need you to-

Speaker speaker\_1: I tried to go online and it said that it d- it didn't recognize me.

Speaker speaker\_0: Okay. Are you wanting to cancel everything you enrolled in too?

Speaker speaker\_1: I'm wanting to cancel everything. How can I keep my life in- my little... How much is my little life insurance and short-term?

Speaker speaker\_0: Um, so what you pay for term life is \$1.96 and the short-term disability is \$3.66. Now the actual-

Speaker speaker\_1: Okay. I'm a keep it.

Speaker speaker\_0: ... benefit amount... Okay. Um, so you're wanting to keep the term life and the short-term disability but cancel everything else?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. So, all that would be coming out of your check at this point would be for the short-term disability and term life which is \$5.62 a week in total.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Now, e- any type of, like, change or cancellation to your enrollment does take about one to two weeks to be processed-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... through your payroll department.

Speaker speaker\_1: That's what...

Speaker speaker\_0: So you may see, uh, one to two more deductions with everything else, like, you know, for medical, dental and vision on one to two more checks.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If we do, of course, it will provide the coverage until the cancellation has been processed.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Did you need help with anything else?

Speaker speaker\_1: That'll do it, ma'am. Thank you a lot.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: You too.