

Transcript: VICTORIA

Taylor-5685285830180864-5741754516684800

Full Transcript

Thank you for calling Benefits and a Card, this is Victoria, how can I help you? Hi. Um, so I work, um, through WSI and, um, I wanted to cancel, uh, my coverage. Okay. Um, is it Workforce Strategies that you're with? Uh, yeah. Or is it... Okay. And the last four of your social? 2357. And your first and last name? Mia Simpson. M-I-A. Okay. Do you mind verifying your address and date of birth? 120 South Second Street, Lawrence, Michigan. And your date of birth? May 5th, 2004. Okay. Phone number 269-500-1322? Yep. And then email is simpsonmia.1998@gmail.com? Yep. Okay. And are you wanting to cancel everything you're enrolled in too? Yes. Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll, so you may experience, uh, one to two payroll deductions. If you do, it will provide the coverage you're paying for until your payroll department has processed the cancellation on their end. Okay. Was there anything else that you might need help with? Nope, that was all. All right. You have a wonderful day. Thank you, you too. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card, this is Victoria, how can I help you?

Speaker speaker_1: Hi. Um, so I work, um, through WSI and, um, I wanted to cancel, uh, my coverage.

Speaker speaker_0: Okay. Um, is it Workforce Strategies that you're with?

Speaker speaker_1: Uh, yeah.

Speaker speaker_0: Or is it... Okay. And the last four of your social?

Speaker speaker_1: 2357.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Mia Simpson. M-I-A.

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

Speaker speaker_1: 120 South Second Street, Lawrence, Michigan.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: May 5th, 2004.

Speaker speaker_0: Okay. Phone number 269-500-1322?

Speaker speaker_1: Yep.

Speaker speaker_0: And then email is simpsonmia.1998@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Okay. And are you wanting to cancel everything you're enrolled in too?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I know cancellations typically take about one to two weeks to be processed through your payroll, so you may experience, uh, one to two payroll deductions. If you do, it will provide the coverage you're paying for until your payroll department has processed the cancellation on their end.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else that you might need help with?

Speaker speaker_1: Nope, that was all.

Speaker speaker_0: All right. You have a wonderful day.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.