

Transcript: VICTORIA

Taylor-5899526493487104-5838011153301504

Full Transcript

Thank you for calling Sanitarium. This is Victoria. How can I help you? Hey, I have literally just called a couple of seconds ago to cancel my medical, um, benefits and my dental. Um, if... I, I, I want to cancel it because what I was looking at on the, on my app of where I get paid, I read it wrong. I thought it was taking out 140, but that's been since I got it. And I was just trying to reactivate it. I had just canceled it just now. Okay. What's the name of the agency you work for? WorkSmart. And the last four of your Social? 9420. Okay. And your first and last name? Laura Zuna. Do you mind verifying your address and date of birth? 125 Ponce de Leon Avenue, Spartanburg, South Carolina 29302. And your date of birth? 07/21/06. And then phone number is 864-753-3396. Yes. Okay. And then email is gonna be first and last name 300 at gmail. Yes. Okay. So just to let you know, it looks like it's \$23.82 a week. Yeah. Are you still wanting to override the cancellation? Uh, yeah, I still want it back 'cause I thought I was paying out 140. I was looking at it wrong. Okay. I will go ahead and override the cancellation and you're good to go from here. All right, thank you so much. You're welcome. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Sanitarium. This is Victoria. How can I help you?

Speaker speaker_1: Hey, I have literally just called a couple of seconds ago to cancel my medical, um, benefits and my dental. Um, if... I, I, I want to cancel it because what I was looking at on the, on my app of where I get paid, I read it wrong. I thought it was taking out 140, but that's been since I got it. And I was just trying to reactivate it. I had just canceled it just now.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: WorkSmart.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9420.

Speaker speaker_0: Okay. And your first and last name?

Speaker speaker_1: Laura Zuna.

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

Speaker speaker_1: 125 Ponce de Leon Avenue, Spartanburg, South Carolina 29302.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07/21/06.

Speaker speaker_0: And then phone number is 864-753-3396.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then email is gonna be first and last name 300 at gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So just to let you know, it looks like it's \$23.82 a week.

Speaker speaker_1: Yeah.

Speaker speaker_0: Are you still wanting to override the cancellation?

Speaker speaker_1: Uh, yeah, I still want it back 'cause I thought I was paying out 140. I was looking at it wrong.

Speaker speaker_0: Okay. I will go ahead and override the cancellation and you're good to go from here.

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: You're welcome. Have a good day.