

Transcript: VICTORIA

Taylor-5931019868487680-4658428407103488

Full Transcript

Thank you for calling Benefits on the Card. This is Victoria. How can I help you? Um, yes, my husband is receiving, um, insurance through you guys and he was needing to cancel it. Okay. Is he nearby that I can speak with him? Yes. Yeah, I'm right here. Hi. What's the name of your employer? Uh. It's for Surge. It- I'm working for Surge. All right, and the last four of your social? It's 5290. And your first and last name? Robert Swearingen. And that'd be at junior. Okay, the first name is Robert. What was the last name again? Swearingen. Can you spell that for me? Yeah. It's S-W-E-A-R-I-N-G-E-N. Okay, gotcha here. Uh, do you mind verifying your address and date of birth? Yeah, it's 106 Orchard View Lane, Blanchester, Ohio 45107. And then what else did you need? Uh, date of birth. Uh, 1/6/75. Gotcha. Phone number 937-944-1932? Correct. And then email is gonna be wsswearingen@gmail.com. Yes. All righty. I will go ahead and cancel it for you now. Cancellations do typically take about one to two weeks to be processed through your payroll. Okay. So you may see, uh, one to two more payroll deductions. Okay then. If you do, of course, it will provide the coverage you're paying for until, um, payroll has processed the cancellation on their end. Okay. Was there anything else you might need help with? Nope, that's a good. All righty. You have a wonderful day. Oh, you too. Thank you so much. And bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on the Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, my husband is receiving, um, insurance through you guys and he was needing to cancel it.

Speaker speaker_0: Okay. Is he nearby that I can speak with him?

Speaker speaker_1: Yes.

Speaker speaker_2: Yeah, I'm right here.

Speaker speaker_0: Hi. What's the name of your employer?

Speaker speaker_2: Uh.

Speaker speaker_1: It's for Surge.

Speaker speaker_2: It- I'm working for Surge.

Speaker speaker_0: All right, and the last four of your social?

Speaker speaker_2: It's 5290.

Speaker speaker_0: And your first and last name?

Speaker speaker_2: Robert Swearingen. And that'd be at junior.

Speaker speaker_0: Okay, the first name is Robert. What was the last name again?

Speaker speaker_2: Swearingen.

Speaker speaker_0: Can you spell that for me?

Speaker speaker_2: Yeah. It's S-W-E-A-R-I-N-G-E-N.

Speaker speaker_0: Okay, gotcha here. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Yeah, it's 106 Orchard View Lane, Blanchester, Ohio 45107. And then what else did you need?

Speaker speaker_0: Uh, date of birth.

Speaker speaker_2: Uh, 1/6/75.

Speaker speaker_0: Gotcha. Phone number 937-944-1932?

Speaker speaker_2: Correct.

Speaker speaker_0: And then email is gonna be wsswearingen@gmail.com.

Speaker speaker_2: Yes.

Speaker speaker_0: All righty. I will go ahead and cancel it for you now. Cancellations do typically take about one to two weeks to be processed through your payroll.

Speaker speaker_2: Okay.

Speaker speaker_0: So you may see, uh, one to two more payroll deductions.

Speaker speaker_2: Okay then.

Speaker speaker_0: If you do, of course, it will provide the coverage you're paying for until, um, payroll has processed the cancellation on their end.

Speaker speaker_2: Okay.

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

Speaker speaker_2: Nope, that's a good.

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

Speaker speaker_2: Oh, you too. Thank you so much. And bye-bye.

Speaker speaker_0: Bye-bye.