

Transcript: VICTORIA

Taylor-6053392285220864-5576890695335936

Full Transcript

Thank you for calling Benefits on Accurate. This is Victoria. How can I help you? Yes, ma'am. Ma'am, my name is Rivers, Thomas Rivers. And I work for Surge. And, uh, I'm, what I'm callin' about I want to, uh, cancel that. Well, I'm looking at my pay stub here and y'all taking \$15 something out. But I, I wanna cancel that, that program y'all got me on, that, uh, uh, M-E-C-R-X. Hello? Okay. What's... Yes, I'm here. Hello. Okay. What is the last four of your Social? 6349. Do you mind verifying your address and date of birth? Okay. 3995 Commando Drive. Ni- my birthday is 9/9/61. Okay. Phone number is 762-385-5456? Uh, yes, ma'am. Yes, ma'am. Okay. All right. So I will go ahead and put in a request to have it canceled for you. I know it typically takes about one to two weeks for the cancellation to be processed through payroll. Okay. So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Yes, ma'am. Yes, ma'am. Okay. All right. Do you need help with anything else? No, ma'am. That's all. All righty. You have a wonderful day. Okay. Same to you. Bye-bye. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Yes, ma'am. Ma'am, my name is Rivers, Thomas Rivers. And I work for Surge. And, uh, I'm, what I'm callin' about I want to, uh, cancel that. Well, I'm looking at my pay stub here and y'all taking \$15 something out. But I, I wanna cancel that, that program y'all got me on, that, uh, uh, M-E-C-R-X. Hello?

Speaker speaker_0: Okay. What's... Yes, I'm here.

Speaker speaker_1: Hello. Okay.

Speaker speaker_0: What is the last four of your Social?

Speaker speaker_1: 6349.

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

Speaker speaker_1: Okay. 3995 Commando Drive. Ni- my birthday is 9/9/61.

Speaker speaker_0: Okay. Phone number is 762-385-5456?

Speaker speaker_1: Uh, yes, ma'am. Yes, ma'am.

Speaker speaker_0: Okay. All right. So I will go ahead and put in a request to have it canceled for you. I know it typically takes about one to two weeks for the cancellation to be processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Yes, ma'am. Yes, ma'am. Okay. All right.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: No, ma'am. That's all.

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

Speaker speaker_1: Okay. Same to you. Bye-bye. Bye-bye.

Speaker speaker_0: Bye.