

## **Transcript: VICTORIA**

**Taylor-6084757901852672-4993979955855360**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on Occur. This is Victoria. How can I help you? Hey, uh, I was calling to ask y'all a question real quick. Um, I'm trying to see about canceling my benefits. I'm trying to see if I do it through y'all or my, uh, temp agency. Um, yeah, we're the administrators, so if we're able to cancel, we can do it over the phone. What's the name of the agency you work for? HT Staffing. And the last four of your Social? 6376. Okay. And your first and last name? Justin Howard. Do you mind verifying your address and date of birth? Uh, 1411 Birch Street, and date of birth's 06/12/1992. Okay, it looks like I have a different address. I have 1305 Robinwood Drive. Yeah, that's, that's my, uh, old address. Okay, so it should be 1411 Bird Street? Uh, Birch. It's B-i-r-c-h Street. Okay. And what's the city, state, and ZIP code? Uh, Shelbyville, Tennessee, and that's, uh, 37160. Gotcha. Phone number 931-205-0327? Yeah. And then email is gonna be Justin, uh, R-H-O-W, @gmail.com? Yes. Okay. Now, are you wanting to cancel the... everything that you're enrolled into? Yes. Okay. So, cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Okay. I went ahead and submitted the request to have it canceled and updated your address as well, so you should be good to go from here. Um, did you need help with anything else? Uh, no, that was it. All righty. You have a wonderful day. You too. Thank you. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on Occur. This is Victoria. How can I help you?

Speaker speaker\_2: Hey, uh, I was calling to ask y'all a question real quick. Um, I'm trying to see about canceling my benefits. I'm trying to see if I do it through y'all or my, uh, temp agency.

Speaker speaker\_1: Um, yeah, we're the administrators, so if we're able to cancel, we can do it over the phone. What's the name of the agency you work for?

Speaker speaker\_2: HT Staffing.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 6376.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: Justin Howard.

Speaker speaker\_1: Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 1411 Birch Street, and date of birth's 06/12/1992.

Speaker speaker\_1: Okay, it looks like I have a different address. I have 1305 Robinwood Drive.

Speaker speaker\_2: Yeah, that's, that's my, uh, old address.

Speaker speaker\_1: Okay, so it should be 1411 Bird Street?

Speaker speaker\_2: Uh, Birch. It's B-i-r-c-h Street.

Speaker speaker\_1: Okay. And what's the city, state, and ZIP code?

Speaker speaker\_2: Uh, Shelbyville, Tennessee, and that's, uh, 37160.

Speaker speaker\_1: Gotcha. Phone number 931-205-0327?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then email is gonna be Justin, uh, R-H-O-W, @gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Now, are you wanting to cancel the... everything that you're enrolled into?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. So, cancellations typically take about one to two weeks to be processed through payroll, so you may see one to two more, uh, payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I went ahead and submitted the request to have it canceled and updated your address as well, so you should be good to go from here. Um, did you need help with anything else?

Speaker speaker\_2: Uh, no, that was it.

Speaker speaker\_1: All righty. You have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: Thank you. Bye.