

Transcript: VICTORIA

Taylor-6117590225600512-4810044609085440

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi Victoria. My name is Misty Wilson and I work for Surge Staffing Benefits, and I have to call to decline my insurance because I already have insurance. Oh, okay. Uh, what's the name of the agency you work for? Surge. S-U-R-G-E Staffing. And the last four of your Social? 0559. And your, uh, first and last name again? Misty Wilson. M-I-S-T-Y W-I-L-S-O-N. Okay. Do you mind verifying your address and date of birth? Um, 9630 Rolley Hills Road, Thornville, Ohio 43076. And, um, my birthday, 12-6-58. 12-6-58? Yes. Okay. And then phone number is 740-364-8166? Yes. And email is mistylovesdogs@icloud.com? Yes, ma'am. Okay. So I do see that you were enrolled into it. Um, I can put in a request to have it canceled for you. Yes, please. Sure. Because they sent me this a couple of days ago and said that if I don't want it I got to call decline or get online. I'm out in the country, I don't have a computer out here. Okay. Um, I do know that with cancellations it typically takes about one to two weeks to be processed through payroll, so you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Well, like I said, I've got insurance so it doesn't matter. Okay. I'm just letting you know about our cancellation process. Okay. Thank you. You're welcome. Bye-bye. 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 a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi Victoria. My name is Misty Wilson and I work for Surge Staffing Benefits, and I have to call to decline my insurance because I already have insurance.

Speaker speaker_1: Oh, okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Surge. S-U-R-G-E Staffing.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 0559.

Speaker speaker_1: And your, uh, first and last name again?

Speaker speaker_2: Misty Wilson. M-I-S-T-Y W-I-L-S-O-N.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, 9630 Rolley Hills Road, Thornville, Ohio 43076. And, um, my birthday, 12-6-58.

Speaker speaker_1: 12-6-58?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then phone number is 740-364-8166?

Speaker speaker_2: Yes.

Speaker speaker_1: And email is mistylovesdogs@icloud.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So I do see that you were enrolled into it. Um, I can put in a request to have it canceled for you.

Speaker speaker_2: Yes, please.

Speaker speaker_1: Sure.

Speaker speaker_2: Because they sent me this a couple of days ago and said that if I don't want it I got to call decline or get online. I'm out in the country, I don't have a computer out here.

Speaker speaker_1: Okay. Um, I do know that with cancellations it typically takes about one to two weeks to be processed through payroll, so you may experience 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_2: Okay. Well, like I said, I've got insurance so it doesn't matter.

Speaker speaker_1: Okay. I'm just letting you know about our cancellation process.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Bye.