

## **Transcript: VICTORIA**

**Taylor-6156525737820160-6556855881383936**

### **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, good morning. I would like to be unenrolled. Okay. Uh, what's the name of the agency you work for? Hospitality, um, Staffing Solutions. And the last four of your Social? 8872. And your first and last name? It's Arnella Martin. Okay. Uh, do you mind verifying your address and date of birth? Sure. 16606 Palmer Island Drive, Tampa, Florida, 22647. January 29, 1992. Okay. And the ZIP code, is it 22647 or 33? 33647. Okay. And then phone number 81... Excuse me. 813-230-2706? Yes. And the email is firstname.lastname@yahoo.com? Yes. Are you wanting to cancel everything you enrolled into? Yes, please. Okay. Um, so cancellations typically take about one to two weeks to be processed through payroll. You may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation's been processed. Uh, well, can I change it to a lower amount? Because they took, like, over \$100 out of my pay. Um, so everything that you're enrolled into comes out to a total of \$66.02. Uh, what I got last week, \$122 came out on the payment stuff. Yeah, I don't see that on my end. I just see \$66.02. That was from the 11th. It looks like today actually. Okay. All right. You can go ahead with the cancellations still. Okay. Uh, do you need help with anything else? No, that's it. Thank you. You're welcome. Have a good day. You too.

### **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, good morning. I would like to be unenrolled.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Hospitality, um, Staffing Solutions.

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

Speaker speaker\_2: 8872.

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

Speaker speaker\_2: It's Arnella Martin.

Speaker speaker\_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker\_2: Sure. 16606 Palmer Island Drive, Tampa, Florida, 22647. January 29, 1992.

Speaker speaker\_1: Okay. And the ZIP code, is it 22647 or 33?

Speaker speaker\_2: 33647.

Speaker speaker\_1: Okay. And then phone number 81... Excuse me. 813-230-2706?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And the email is firstname.lastname@yahoo.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Are you wanting to cancel everything you enrolled into?

Speaker speaker\_2: Yes, please.

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

Speaker speaker\_2: Uh, well, can I change it to a lower amount? Because they took, like, over \$100 out of my pay.

Speaker speaker\_1: Um, so everything that you're enrolled into comes out to a total of \$66.02.

Speaker speaker\_2: Uh, what I got last week, \$122 came out on the payment stuff.

Speaker speaker\_1: Yeah, I don't see that on my end. I just see \$66.02. That was from the 11th. It looks like today actually.

Speaker speaker\_2: Okay. All right. You can go ahead with the cancellations still.

Speaker speaker\_1: Okay. Uh, do you need help with anything else?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: You're welcome. Have a good day.

Speaker speaker\_2: You too.