

Transcript: VICTORIA

Taylor-6358834340741120-5140380975677440

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. I would just like to, uh, opt out of the enrollment plan that I signed for earlier. I don't, uh, no longer need it no more. What's the name of the agency you work for? Uh, Jaylen Hunter and the agency was like ... Sturges? This is my first time here. Mm-hmm. Surge? Surge? Yeah. See, this is my first... I never heard of that, uh, agency before. Okay. What's the last four of your social? 0765. And your first and last name again? Jaylen Hunter. Have you received your first paycheck yet? No, ma'am, but when I was reading through the, uh, when I was doing an application and reading it, it was telling me I was already enrolled so if I wanted to opt out before anything, and I'm no longer just gonna be part, like, I'm no longer, I have no job with the agency because I found a different job at a different agency. That's why I'm trying to go ahead and enroll out before anything happens. Okay. Yeah, I mean if you didn't end up working with them, it, it doesn't matter, um, 'cause this is only if you're working with them. Oh, okay. I see what you're saying. I just want to go ahead, like, I didn't know how it worked so I just wanted to go ahead and call in and real, and see how it is real quick. Yeah, this is just as long as you're working with them. Okay. Thank you then. You're welcome. Have a good day.

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. I would just like to, uh, opt out of the enrollment plan that I signed for earlier. I don't, uh, no longer need it no more.

Speaker speaker_1: What's the name of the agency you work for?

Speaker speaker_2: Uh, Jaylen Hunter and the agency was like ... Sturges? This is my first time here.

Speaker speaker_1: Mm-hmm. Surge?

Speaker speaker_2: Surge? Yeah. See, this is my first... I never heard of that, uh, agency before.

Speaker speaker_1: Okay. What's the last four of your social?

Speaker speaker_2: 0765.

Speaker speaker_1: And your first and last name again?

Speaker speaker_2: Jaylen Hunter.

Speaker speaker_1: Have you received your first paycheck yet?

Speaker speaker_2: No, ma'am, but when I was reading through the, uh, when I was doing an application and reading it, it was telling me I was already enrolled so if I wanted to opt out before anything, and I'm no longer just gonna be part, like, I'm no longer, I have no job with the agency because I found a different job at a different agency. That's why I'm trying to go ahead and enroll out before anything happens.

Speaker speaker_1: Okay. Yeah, I mean if you didn't end up working with them, it, it doesn't matter, um, 'cause this is only if you're working with them.

Speaker speaker_2: Oh, okay. I see what you're saying. I just want to go ahead, like, I didn't know how it worked so I just wanted to go ahead and call in and real, and see how it is real quick.

Speaker speaker_1: Yeah, this is just as long as you're working with them.

Speaker speaker_2: Okay. Thank you then.

Speaker speaker_1: You're welcome. Have a good day.