

Transcript: VICTORIA

Taylor-6457553029480448-6312750488797184

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 work for ISS in Princeton, Kentucky for Hydro-Gear, and I was just trying to cancel my insurance for me and my daughters. Okay. Uh, what is the last four of your social? 6211. And your first and last name? Tessa Morton. All right, and let's see. Do you mind verifying your address and date of birth? It's 515 South Seminary, Princeton, Kentucky, and date of birth is 8/11/'96. Phone number 270-625-1127? Yeah. Okay. And then email's going to be last name, first name, 280 at gmail.com? Uh, last name, but there's a dot between last name and first name. Oh, okay. One second. All righty, so I know typically cancellations take about one to two weeks to be processed through payroll. Yeah, that's fine. Um, they just, um, I went and talked to her, she said she was cancelling on hers, but she said with the process is that you said if it would be easier if I also call it, so that's why I went ahead and called also. Okay. Uh, the reason why I'm stating that is 'cause you may see one to two more payroll deductions. Okay. Um, if you do, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Okay. And then, uh, was there anything else you might need help with? No, that was all, thank you. You're welcome. Have a good day. You too. 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, I work for ISS in Princeton, Kentucky for Hydro-Gear, and I was just trying to cancel my insurance for me and my daughters.

Speaker speaker_1: Okay. Uh, what is the last four of your social?

Speaker speaker_2: 6211.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Tessa Morton.

Speaker speaker_1: All right, and let's see. Do you mind verifying your address and date of birth?

Speaker speaker_2: It's 515 South Seminary, Princeton, Kentucky, and date of birth is 8/11/96.

Speaker speaker_1: Phone number 270-625-1127?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And then email's going to be last name, first name, 280 at gmail.com?

Speaker speaker_2: Uh, last name, but there's a dot between last name and first name.

Speaker speaker_1: Oh, okay. One second. All righty, so I know typically cancellations take about one to two weeks to be processed through payroll.

Speaker speaker_2: Yeah, that's fine. Um, they just, um, I went and talked to her, she said she was cancelling on hers, but she said with the process is that you said if it would be easier if I also call it, so that's why I went ahead and called also.

Speaker speaker_1: Okay. Uh, the reason why I'm stating that is 'cause you may see one to two more payroll deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, 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: And then, uh, was there anything else you might need help with?

Speaker speaker_2: No, that was all, thank you.

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

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.