

## **Transcript: VICTORIA**

**Taylor-6482019602841600-4878552518017024**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Victoria. How can I help you? Yeah, I'm just wondering, I just got another message. I wanna... I, I called and, and opted out of this program last week, the beginning of the week. I just wanna make sure I'm still opted on, not re-opted in or something. I can check for you and see. What's the name of the agency you work for? Surge. And the last four of your Social? 8451. And your first and last name? Nicholas Freeman. Do you mind verifying- Yeah, I called and opted out last week, so... Do you mind verifying your address and date of birth? Yeah, we're doing a 584 Perry Ave. It's 44953 1082. Okay. Phone number is 419-612-0084. That is correct. Okay. So I do see where you called us previously, um, and we did... it looks like you've already been enrolled and what we did when you called us previously is we submitted a request to have it canceled for you. Okay, yeah. Now, keep in mind, cancellations are not immediate, so there is a possibility- Yes, because it says it's been there. Yeah, there's a possibility you'll see one to two more payroll deductions after you cancel, it just depends on how fast your payroll cancels it on their end. Okay. Um, the cancellation was submitted for you. You probably just got a reminder text message that sent out to all employees. Okay. Okay. Can you help me out of the, the texting and all that stuff too? You want me completely out, out of it? Um, I don't have the, the ability to do, do that, but you should just be able to send "stop" back to the text message and it'll opt you out. Okay. Okay, okay. All right, yeah. I was just checking because I got the text message today, but it did say activate, you know what I mean? I was like, "No." I just, I just wanted to verify that, that the opting out, uh, went through. Yeah. So like I said- All right, still being processed then. ... we, we didn't do an opt out because you've already been enrolled. We put in the request to have it canceled for you. Canceled. Yeah, canceled, mean, yeah. Mm-hmm. All right. Yeah. Thank you very much for your time. You're welcome. You have a wonderful day. As well. Goodbye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yeah, I'm just wondering, I just got another message. I wanna... I, I called and, and opted out of this program last week, the beginning of the week. I just wanna make sure I'm still opted on, not re-opted in or something.

Speaker speaker\_0: I can check for you and see. What's the name of the agency you work for?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 8451.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Nicholas Freeman.

Speaker speaker\_0: Do you mind verifying-

Speaker speaker\_1: Yeah, I called and opted out last week, so...

Speaker speaker\_0: Do you mind verifying your address and date of birth?

Speaker speaker\_1: Yeah, we're doing a 584 Perry Ave. It's 44953 1082.

Speaker speaker\_0: Okay. Phone number is 419-612-0084.

Speaker speaker\_1: That is correct.

Speaker speaker\_0: Okay. So I do see where you called us previously, um, and we did... it looks like you've already been enrolled and what we did when you called us previously is we submitted a request to have it canceled for you.

Speaker speaker\_1: Okay, yeah.

Speaker speaker\_0: Now, keep in mind, cancellations are not immediate, so there is a possibility-

Speaker speaker\_1: Yes, because it says it's been there.

Speaker speaker\_0: Yeah, there's a possibility you'll see one to two more payroll deductions after you cancel, it just depends on how fast your payroll cancels it on their end.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, the cancellation was submitted for you. You probably just got a reminder text message that sent out to all employees.

Speaker speaker\_1: Okay. Okay. Can you help me out of the, the texting and all that stuff too? You want me completely out, out of it?

Speaker speaker\_0: Um, I don't have the, the ability to do, do that, but you should just be able to send "stop" back to the text message and it'll opt you out.

Speaker speaker\_1: Okay. Okay, okay. All right, yeah. I was just checking because I got the text message today, but it did say activate, you know what I mean? I was like, "No." I just, I just wanted to verify that, that the opting out, uh, went through.

Speaker speaker\_0: Yeah. So like I said-

Speaker speaker\_1: All right, still being processed then.

Speaker speaker\_0: ... we, we didn't do an opt out because you've already been enrolled. We put in the request to have it canceled for you.

Speaker speaker\_1: Canceled. Yeah, canceled, mean, yeah.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: All right.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: Thank you very much for your time.

Speaker speaker\_0: You're welcome. You have a wonderful day.

Speaker speaker\_1: As well. Goodbye.

Speaker speaker\_0: Bye-bye.