

## **Transcript: VICTORIA**

**Taylor-6631709031219200-6377447202177024**

### **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? Yeah. I'd like to cancel the, uh... Uh, I work through Surge Temporary Agency and I just noticed that they've been taking \$15 and some change out of my check every week for an insurance plan and I've got state insurance, so I don't need it. I'd like to opt out of it, please. Okay. What's the last four of your social? 1812. And your first and last name? Robert Bertram. B-E-R-T-R-A-M. Okay. Do you mind verifying your address and date of birth? 120 West Third Street, Connorsville, Indiana 47331 and my date of birth is 3-18-1978. Phone number is 765-825-1588? Uh, yeah. And then I have email as, uh, shiva78@gmail.com? Yes. Okay. Actually, it's 6978. I had to change it. 6978. Okay. Um, so I can put in a request to have it canceled. It typically takes about one to two weeks for the cancellation to be processed through your payroll. Okay. So there's a possibility you'll see one to two more payroll deductions. Okay. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Was there anything else you might need help with? No, no. That's it. All right. You have a wonderful day. Thanks. You too. Thanks. Thank you. 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: Yeah. I'd like to cancel the, uh... Uh, I work through Surge Temporary Agency and I just noticed that they've been taking \$15 and some change out of my check every week for an insurance plan and I've got state insurance, so I don't need it. I'd like to opt out of it, please.

Speaker speaker\_1: Okay. What's the last four of your social?

Speaker speaker\_2: 1812.

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

Speaker speaker\_2: Robert Bertram. B-E-R-T-R-A-M.

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

Speaker speaker\_2: 120 West Third Street, Connorsville, Indiana 47331 and my date of birth is 3-18-1978.

Speaker speaker\_1: Phone number is 765-825-1588?

Speaker speaker\_2: Uh, yeah.

Speaker speaker\_1: And then I have email as, uh, shiva78@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Actually, it's 6978. I had to change it.

Speaker speaker\_1: 6978. Okay. Um, so I can put in a request to have it canceled. It typically takes about one to two weeks for the cancellation to be processed through your payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So there's a possibility you'll see one to two more payroll deductions.

Speaker speaker\_2: Okay.

Speaker speaker\_1: If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Was there anything else you might need help with?

Speaker speaker\_2: No, no. That's it.

Speaker speaker\_1: All right. You have a wonderful day.

Speaker speaker\_2: Thanks. You too. Thanks.

Speaker speaker\_1: Thank you. Bye-bye.