

Transcript: Chris Sofield

(deactivated)-4955290646560768-6375764811268096

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Hi. I was supposed to un-enroll, um, for MyCharm. Okay. What staffing company do you work with? Um, I work with First... Uh, The Resource. Sorry. The Resource? Okay. And the last four of your social? 0220 01. Yeah, 'cause I need to know, um, I thought my ... is over with, like, the marketplace but I just, I checked my email and ... un-enrolled. Okay. Okay. What, what's, uh, what's your first and last name, ma'am? Kasia Jackson. K-A-S-I-A. First name. Thank you. Ms. Jackson, can you verify your address and date of birth, please? Woodstream Lane, Apartment, Apartment G, Greensboro, North Carolina 27410. Mm-hmm. And your date of birth, ma'am? 11-10-1992. Okay. We have a phone on file of 917-396-0745. 917-396-0745. Is that correct? Yes. Mm-hmm. Okay. I'm showing it looks like you're enrolled into both V.I.P. Classic and FreeRx plans. Um, did you want to cancel both of those or did you want to keep one of these? Yeah. No, cancel both. Okay. I'll go ahead and start a cancellation process. Just be aware, cancellation does take one to two weeks to fully process. It's got to go through Resources payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. But if you see any further deductions, you'd only see two at the most. Okay? Okay. All right. Was there anything else I could help you with? No, that's it. Thank you. All right. Thanks again for calling and have a wonderful day. Okay.

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 Chris. How can I help you today?

Speaker speaker_2: Hi. I was supposed to un-enroll, um, for MyCharm.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: Um, I work with First... Uh, The Resource. Sorry.

Speaker speaker_1: The Resource? Okay. And the last four of your social?

Speaker speaker_2: 0220 01. Yeah, 'cause I need to know, um, I thought my ... is over with, like, the marketplace but I just, I checked my email and ... un-enrolled.

Speaker speaker_1: Okay. Okay. What, what's, uh, what's your first and last name, ma'am?

Speaker speaker_2: Kasia Jackson. K-A-S-I-A. First name.

Speaker speaker_1: Thank you. Ms. Jackson, can you verify your address and date of birth, please?

Speaker speaker_2: Woodstream Lane, Apartment, Apartment G, Greensboro, North Carolina 27410.

Speaker speaker_1: Mm-hmm. And your date of birth, ma'am?

Speaker speaker_2: 11-10-1992.

Speaker speaker_1: Okay. We have a phone on file of 917-396-0745.

Speaker speaker_2: 917-396-0745.

Speaker speaker_1: Is that correct?

Speaker speaker_2: Yes. Mm-hmm.

Speaker speaker_1: Okay. I'm showing it looks like you're enrolled into both V.I.P. Classic and FreeRx plans. Um, did you want to cancel both of those or did you want to keep one of these?

Speaker speaker_2: Yeah. No, cancel both.

Speaker speaker_1: Okay. I'll go ahead and start a cancellation process. Just be aware, cancellation does take one to two weeks to fully process. It's got to go through Resources payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage. But if you see any further deductions, you'd only see two at the most. Okay?

Speaker speaker_2: Okay.

Speaker speaker_1: All right. Was there anything else I could help you with?

Speaker speaker_2: No, that's it. Thank you.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: Okay.