

Transcript: Chris Sofield

(deactivated)-5193298533990400-5056482384330752

Full Transcript

Thank you for calling card. This is Chris. How can I help you today? Okay. Uh, I got a bad connection there. Wha- uh, what was your name? My name is Chris. Chris. Okay. Chris, uh, this is Michael Boston. Um, I spoke to, uh, Tammy Lail, Accuforce, uh, who I'm employed through. And I'm wanting to cancel my benefits in a card, and she said she would do it on her end, but it would be a good idea to call you and, and hear fr- let you guys hear from me too. Okay. Um, not... hm. I'm not sure what she would've been doing to do any sort of changes to the enrollment, as that all has to be done through us. So, uh- Okay. ... it's a good thing she did tell you to call us, 'cause I'm not sure if whatever she would've done would've actually worked. Um, what's the last four of your social? Nine, three, three, three. All right, Mr. Boston. Could you verify your address and your date of birth for me? Yes. My date of birth is 3/22/60. My address is 2705 Piney Road, Morganton, North Carolina, 28655. Thank you. And then we've got a phone number on file for you at 244-7883? Yes. That's my cell, yes. All right. My show, it looks like you've got both the Stay Healthy and VIP medical plans, along with dental and vision. Were you looking to keep any of this, or did you wanna cancel everything? I, I, I wanna cancel everything, please. Got it. No problem. We can get that done for you. I'll go ahead and start that process for you. Just be aware, cancellations do take one to two weeks to fully process. They gotta go through Accuforce's payroll teams as well. During this timeframe, you may see one, one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay? Okay. All right. Well, thank you very much. No problem. Thanks again for calling and have a wonderful day. You too. And bye-bye. Bye now.

Conversation Format

Speaker speaker_0: Thank you for calling card. This is Chris. How can I help you today?

Speaker speaker_1: Okay. Uh, I got a bad connection there. Wha- uh, what was your name?

Speaker speaker_0: My name is Chris.

Speaker speaker_1: Chris. Okay. Chris, uh, this is Michael Boston. Um, I spoke to, uh, Tammy Lail, Accuforce, uh, who I'm employed through. And I'm wanting to cancel my benefits in a card, and she said she would do it on her end, but it would be a good idea to call you and, and hear fr- let you guys hear from me too.

Speaker speaker_0: Okay. Um, not... hm. I'm not sure what she would've been doing to do any sort of changes to the enrollment, as that all has to be done through us. So, uh-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it's a good thing she did tell you to call us, 'cause I'm not sure if whatever she would've done would've actually worked. Um, what's the last four of your social?

Speaker speaker_1: Nine, three, three, three.

Speaker speaker_0: All right, Mr. Boston. Could you verify your address and your date of birth for me?

Speaker speaker_1: Yes. My date of birth is 3/22/60. My address is 2705 Piney Road, Morganton, North Carolina, 28655.

Speaker speaker_0: Thank you. And then we've got a phone number on file for you at 244-7883?

Speaker speaker_1: Yes. That's my cell, yes.

Speaker speaker_0: All right. My show, it looks like you've got both the Stay Healthy and VIP medical plans, along with dental and vision. Were you looking to keep any of this, or did you wanna cancel everything?

Speaker speaker_1: I, I, I wanna cancel everything, please.

Speaker speaker_0: Got it. No problem. We can get that done for you. I'll go ahead and start that process for you. Just be aware, cancellations do take one to two weeks to fully process. They gotta go through Accuforce's payroll teams as well. During this timeframe, you may see one, one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay?

Speaker speaker_1: Okay. All right. Well, thank you very much.

Speaker speaker_0: No problem. Thanks again for calling and have a wonderful day.

Speaker speaker_1: You too. And bye-bye.

Speaker speaker_0: Bye now.