

## **Transcript: Chris Sofield (deactivated)-5214109300211712-5900882758123520**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Uh, hi. My name is, uh, Dakota Davis. I'm currently working through Hamilton Riker and receiving, like, the benefits and everything through them, and I was calling to see about canceling the medical insurance but keeping the vision and dental that I signed up for. Okay. Yeah. Let me see if we can get that done for you. So last four of your Social? 9755. Thank you... Davis. Could you verify your address and your date of birth for me? Ah, yes. 201 West Stock Street, Apartment 117, Fulton, Mississippi 38843. And then January 11th, 2001. Okay. And then we have a phone number on file, 258-3250? Yes. Okay. And you said you wanted to keep dental and vision, but remove medical. I do see here that you also have the free RX and the term life policies. Would you want to keep those as well or cancel those, too? Uh, you can cancel both of those, too. Okay. So just, just cancel dental and vision! That's all you want? Yeah. All right. Uh, total is \$5.37 per week instead of the original deductions, which now that it's changed over I can't see anymore. Um, but it looks like everything is still in a pending state, so nothing has actually gone through and, and gone into effect yet. So when you start- Right. ... seeing deductions, it should just be for the \$5.37 for just dental and vision. Okay? All right. Sounds good. And then, um, so I... yeah, I called the... I called Hamilton Riker beforehand and that's how I got y'all's number and everything, and she told me that I could ask about, um, a card for once the charges start showing. So ID cards will typically arrive one to two weeks after the, uh, effective date, which is usually the Monday following the first deduction. But until that, we can't... until the deduction happens and until the week following that, we can't really do anything. Gotcha. Okay. Sounds good. All right. Anything else? Uh, no. That was all. I appreciate it. All right. Thanks again for calling and have a wonderful day. Thank you. You too. Okay. Mm-hmm. Bye now. Mm-hmm.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker\_2: Uh, hi. My name is, uh, Dakota Davis. I'm currently working through Hamilton Riker and receiving, like, the benefits and everything through them, and I was calling to see about canceling the medical insurance but keeping the vision and dental that I signed up for.

Speaker speaker\_1: Okay. Yeah. Let me see if we can get that done for you. So last four of your Social?

Speaker speaker\_2: 9755.

Speaker speaker\_1: Thank you... Davis. Could you verify your address and your date of birth for me?

Speaker speaker\_2: Ah, yes. 201 West Stock Street, Apartment 117, Fulton, Mississippi 38843. And then January 11th, 2001.

Speaker speaker\_1: Okay. And then we have a phone number on file, 258-3250?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And you said you wanted to keep dental and vision, but remove medical. I do see here that you also have the free RX and the term life policies. Would you want to keep those as well or cancel those, too?

Speaker speaker\_2: Uh, you can cancel both of those, too.

Speaker speaker\_1: Okay. So just, just cancel dental and vision! That's all you want?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. Uh, total is \$5.37 per week instead of the original deductions, which now that it's changed over I can't see anymore. Um, but it looks like everything is still in a pending state, so nothing has actually gone through and, and gone into effect yet. So when you start-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... seeing deductions, it should just be for the \$5.37 for just dental and vision. Okay?

Speaker speaker\_2: All right. Sounds good. And then, um, so I... yeah, I called the... I called Hamilton Riker beforehand and that's how I got y'all's number and everything, and she told me that I could ask about, um, a card for once the charges start showing.

Speaker speaker\_1: So ID cards will typically arrive one to two weeks after the, uh, effective date, which is usually the Monday following the first deduction. But until that, we can't... until the deduction happens and until the week following that, we can't really do anything.

Speaker speaker\_2: Gotcha. Okay. Sounds good.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: Uh, no. That was all. I appreciate it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Bye now.

Speaker speaker\_2: Mm-hmm.