

Transcript: Chris Sofield (deactivated)-5378483991134208-5699713185136640

Full Transcript

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Oh, hi, Chris. I was just calling... I received an email about activating my account, but I had canceled my insurance. I don't know, did I do it correctly? Like, what's going on? Okay. What, uh, what staffing company do you work with? Uh, Nora Staffing. And the last four of your Social? 1637. Thank you. Your first and last name? Jeffrey Vernot. Thank you. Mr. Vernot, could you verify your address and date of birth for me? Address should be 45 Landscape Drive, Weekley Heights, New York. Date of birth, January 4th, 1990. Thank you. Phone number filed, 934-204-9039? Yeah. Okay. No, it looks like the cancellation went through properly. It may have just been a timing thing because the policy did go into effect, which would be why you received that email. But your, your policy is... Um, like the enrollment is canceled. It just takes some time for that to fully process. So it's just a timing issue. Okay. 'Cause when I called my... Uh, when I call to get my medication, it's just showing that I still have coverage through you guys, but I don't have coverage. So, so you have one week of coverage. But after this week, it's, you no longer have coverage because one deduction - So one week being... Last day being Friday, you would say? Uh, Sunday, the 9th. Sunday the 9th. All right. All right. Anything else? Okay. Nope, that is it. Thank you. You're welcome. Thanks for calling. Have a good one. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Oh, hi, Chris. I was just calling... I received an email about activating my account, but I had canceled my insurance. I don't know, did I do it correctly? Like, what's going on?

Speaker speaker_0: Okay. What, uh, what staffing company do you work with?

Speaker speaker_1: Uh, Nora Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1637.

Speaker speaker_0: Thank you. Your first and last name?

Speaker speaker_1: Jeffrey Vernot.

Speaker speaker_0: Thank you. Mr. Vernot, could you verify your address and date of birth for me?

Speaker speaker_1: Address should be 45 Landscape Drive, Weekley Heights, New York. Date of birth, January 4th, 1990.

Speaker speaker_0: Thank you. Phone number filed, 934-204-9039?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. No, it looks like the cancellation went through properly. It may have just been a timing thing because the policy did go into effect, which would be why you received that email. But your, your policy is... Um, like the enrollment is canceled. It just takes some time for that to fully process. So it's just a timing issue.

Speaker speaker_1: Okay. 'Cause when I called my... Uh, when I call to get my medication, it's just showing that I still have coverage through you guys, but I don't have coverage.

Speaker speaker_0: So, so you have one week of coverage. But after this week, it's, you no longer have coverage because one deduction -

Speaker speaker_1: So one week being... Last day being Friday, you would say?

Speaker speaker_0: Uh, Sunday, the 9th.

Speaker speaker_1: Sunday the 9th. All right.

Speaker speaker_0: All right. Anything else?

Speaker speaker_1: Okay. Nope, that is it. Thank you.

Speaker speaker_0: You're welcome. Thanks for calling. Have a good one.

Speaker speaker_1: Bye-bye.