

## **Transcript: Chris Sofield**

**(deactivated)-5550662503415808-5013176052137984**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and the Card. This is Chris. How can I help you today? Hey, Chris. My name is Cleve Oliphant. Um, I, um, I was one of your, uh, clients, uh, this past year. And my wife and I have since, uh, uh, reconsidered our, our, our insurance benefits and, and w- I'm gonna be going on to her insurance so I, I'm, I'm gonna cancel, uh, the card, the, um, Benefits and the Card this year and I need, I need to know how to do it. Okay. Um, all right then. What staffing company do you work with? I work with MAU in Greenville, South Carolina. Okay. And then we'll ask for your social. 4945. Thank you. One moment. Mr. Oliphant, could you verify your address and your date of birth, please? Uh, 34 Kelvin Street, Greer, 29651. And date of birth is March 11, 1961. Thank you. Uh, you show a fi- a phone number on file of 483-1121. Is that correct? Yes, ma'am. Yes, sir. Yes, sir. All right. All right, and then I show it looks like you currently have the Stay, er, sorry, the, uh, Stay Healthy Enhanced Plan along with short-term disability and life insurance. Uh, were you looking to cancel all three policies or were you looking to keep anything? Um, can I, can I keep the short-term disability and life insurance? Yeah. We can, we can drop just the medical and leave the other two on there. Um, that will bring your- How much, how much is... I'm sorry. You were, you were fixing to tell me. Yeah, so doing that would bring your total weekly deductions down to \$6.13. Um, s- short-term is 4.02 and term life is 2.11 so you got a total of 6.13. Okay. All right. Well, I, I, I'll... That'll, that'll be fine then. Let's do that. All right. It's gonna take about a week or two for this to process. Once processing's complete, you should start to see your deductions drop down through that 6.13. Okay. Monday following the first deduction of 6.13 is when the medical policy will look canceled out, okay? I appreciate it. So I don't have to do anything? You went, you went in and made all the adjustments? Correct. That was easy, Chris. I appreciate it. No problem. If that's everything, thanks again for calling and have a wonderful day. And you the same. Thank you. You're welcome. Bye-bye. Bye-bye. 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 and the Card. This is Chris. How can I help you today?

Speaker speaker\_2: Hey, Chris. My name is Cleve Oliphant. Um, I, um, I was one of your, uh, clients, uh, this past year. And my wife and I have since, uh, uh, reconsidered our, our, our insurance benefits and, and w- I'm gonna be going on to her insurance so I, I'm, I'm gonna

cancel, uh, the card, the, um, Benefits and the Card this year and I need, I need to know how to do it.

Speaker speaker\_1: Okay. Um, all right then. What staffing company do you work with?

Speaker speaker\_2: I work with MAU in Greenville, South Carolina.

Speaker speaker\_1: Okay. And then we'll ask for your social.

Speaker speaker\_2: 4945.

Speaker speaker\_1: Thank you. One moment. Mr. Oliphant, could you verify your address and your date of birth, please?

Speaker speaker\_2: Uh, 34 Kelvin Street, Greer, 29651. And date of birth is March 11, 1961.

Speaker speaker\_1: Thank you. Uh, you show a fi- a phone number on file of 483-1121. Is that correct?

Speaker speaker\_2: Yes, ma'am. Yes, sir. Yes, sir.

Speaker speaker\_1: All right. All right, and then I show it looks like you currently have the Stay, er, sorry, the, uh, Stay Healthy Enhanced Plan along with short-term disability and life insurance. Uh, were you looking to cancel all three policies or were you looking to keep anything?

Speaker speaker\_2: Um, can I, can I keep the short-term disability and life insurance?

Speaker speaker\_1: Yeah. We can, we can drop just the medical and leave the other two on there. Um, that will bring your-

Speaker speaker\_2: How much, how much is... I'm sorry. You were, you were fixing to tell me.

Speaker speaker\_1: Yeah, so doing that would bring your total weekly deductions down to \$6.13. Um, s- short-term is 4.02 and term life is 2.11 so you got a total of 6.13.

Speaker speaker\_2: Okay. All right. Well, I, I, I'll... That'll, that'll be fine then. Let's do that.

Speaker speaker\_1: All right. It's gonna take about a week or two for this to process. Once processing's complete, you should start to see your deductions drop down through that 6.13.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Monday following the first deduction of 6.13 is when the medical policy will look canceled out, okay?

Speaker speaker\_2: I appreciate it. So I don't have to do anything? You went, you went in and made all the adjustments?

Speaker speaker\_1: Correct.

Speaker speaker\_2: That was easy, Chris. I appreciate it.

Speaker speaker\_1: No problem. If that's everything, thanks again for calling and have a wonderful day.

Speaker speaker\_2: And you the same. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.

Speaker speaker\_2: Bye-bye. Bye-bye.