

Transcript: Chris Sofield

(deactivated)-5597653689122816-5061465823723520

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. Oh my god. Sorry. I just called, um, to cancel insurance but I was wondering if I should wait to actually do it, because I'm going to have a lapse with no insurance. So, is there a way we can like pause canceling and, like, I can call back closer to January 1st? Mm. Let me take a look. What staffing company do you work with? Uh, Creative Circle. And the last four of your Social? 5727. Thank you. And your first and last name? Lindsay Baylor. All right. Ms. Baylor, could you verify your address and date of birth, please? 210 Roshambo Ave., Providence, Rhode Island 02906 and May 5th, 1992. Thank you. Phone on file of 401-447-2155. Is that correct? Yes. Okay. One moment. Okay. So, I see here, yeah, looks like you called in just a couple of minutes ago wanting to drop medical accident and critical illness and leave dental, life and vision. Um, you said, uh, but you wanted to, uh, add the, uh, the medical back on? Well, so- Or, or, or just- ... my... Oh, sorry. Or were you looking to just completely- My- ... like reverse what, what changes you had requested just a couple of minutes ago? Well, so my new insurance doesn't start 'til January 1st. So is there a way to, like, wait to cancel everything until like a week before then? 'Cause I don't want to not have insurance for like- Y- ... um, a month. So... The, the only way to do that is for you to call us at that time, uh, uh, to- Okay. ... to cancel it. We cannot future date a cancellation like that. Um- Okay. Well, so if we could... If it's possible to just undo what I just did and then I can just put it in my calendar to call, like, oh, like a week or so- Yeah. Let me- ... before the first. Yeah. Let me, let me see if that's possible. Do you mind holding? Sure. Thank you. Hi, Ms. Baylor. Hi. Hey. Thanks for holding. Appreciate your patience. Uh, so I was able to, um, just verify that that was something we can do. So, yeah, I've gone ahead and just undid the change that you requested, uh, a couple minutes ago. And, uh, just give us a call maybe about two weeks before you need the coverage canceled and we should... And we can start the cancellation process at that point. Okay. Thank you so much. No problem. Anything else? That's it. Thank you. You're welcome. Thanks for calling and have a wonderful day. You too. 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 on a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hi. Oh my god. Sorry. I just called, um, to cancel insurance but I was wondering if I should wait to actually do it, because I'm going to have a lapse with no insurance. So, is there a way we can like pause canceling and, like, I can call back closer to January 1st?

Speaker speaker_1: Mm. Let me take a look. What staffing company do you work with?

Speaker speaker_2: Uh, Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 5727.

Speaker speaker_1: Thank you. And your first and last name?

Speaker speaker_2: Lindsay Baylor.

Speaker speaker_1: All right. Ms. Baylor, could you verify your address and date of birth, please?

Speaker speaker_2: 210 Roshambo Ave., Providence, Rhode Island 02906 and May 5th, 1992.

Speaker speaker_1: Thank you. Phone on file of 401-447-2155. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment. Okay. So, I see here, yeah, looks like you called in just a couple of minutes ago wanting to drop medical accident and critical illness and leave dental, life and vision. Um, you said, uh, but you wanted to, uh, add the, uh, the medical back on?

Speaker speaker_2: Well, so-

Speaker speaker_1: Or, or, or just-

Speaker speaker_2: ... my... Oh, sorry.

Speaker speaker_1: Or were you looking to just completely-

Speaker speaker_2: My-

Speaker speaker_1: ... like reverse what, what changes you had requested just a couple of minutes ago?

Speaker speaker_2: Well, so my new insurance doesn't start 'til January 1st. So is there a way to, like, wait to cancel everything until like a week before then? 'Cause I don't want to not have insurance for like-

Speaker speaker_1: Y-

Speaker speaker_2: ... um, a month. So...

Speaker speaker_1: The, the only way to do that is for you to call us at that time, uh, uh, to-

Speaker speaker_2: Okay.

Speaker speaker_1: ... to cancel it. We cannot future date a cancellation like that. Um-

Speaker speaker_2: Okay. Well, so if we could... If it's possible to just undo what I just did and then I can just put it in my calendar to call, like, oh, like a week or so-

Speaker speaker_1: Yeah. Let me-

Speaker speaker_2: ... before the first.

Speaker speaker_1: Yeah. Let me, let me see if that's possible. Do you mind holding?

Speaker speaker_2: Sure.

Speaker speaker_1: Thank you. Hi, Ms. Baylor.

Speaker speaker_2: Hi.

Speaker speaker_1: Hey. Thanks for holding. Appreciate your patience. Uh, so I was able to, um, just verify that that was something we can do. So, yeah, I've gone ahead and just undid the change that you requested, uh, a couple minutes ago. And, uh, just give us a call maybe about two weeks before you need the coverage canceled and we should... And we can start the cancellation process at that point.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: That's it. Thank you.

Speaker speaker_1: You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: You too. Bye.