

## **Transcript: Chris Sofield**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, Chris. Good afternoon. My name is Alex. How are you doing today? I'm doing all right, and yourself? I'm doing good too, thank you. Um, I'm calling because I have my employer, Creative Circle, they've reached out to us about the open enrollment period, and I was trying to log into my account to decline the coverage for this year. Um, and it's telling me that I don't have an account, but I, I know for sure that I have one because I get the deductions every week. Hmm. Okay. Let me, let me see if I can just pull your file and do what I need to to cancel it on my side here, then. Um, thank you. What, what's the last four of your Social? 8-8-9-4. Thank you. And your first and last name? Alexander Suleymanov. Thank you. Mr. Suleymanov, could you verify your address and your date of birth for me? 7340 174th Street, Fresh Meadows, New York, 11366. Okay. And the date of birth? Uh, March 27th, 1991. Thank you. We have a phone on file of looks like 646-266-5943. Is that correct? That is correct. All right. And then, let's see here. So yeah, you just have the dental, life, and vision bundle. You just wanna cancel that then? Yes, I do. Thank you. No problem. Uh, cancellation will take about a week or two to fully process as we gotta go back through Creative Circle's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. Okay? Got it. Is there a confirmation email I can get that says that the coverage has been canceled? Yeah. We can, we can do that for you. Um, can you confirm we have your email on file Asuley27@gmail.com? Yes. That is correct. All right. I'll go ahead and work on getting a confirmation email out to you. Should be receiving this in just a couple of minutes coming from info@benefitsinacard.com. Don't see this in your inbox, just check your spam folder. Okay? All right. Perfect. Thank you. I really appreciate your help today. No problem. Was there anything else I could help with? Nope, that's everything. Thank you so much. You're very welcome. Thanks for calling and have a wonderful day. Thank you. You too. Take care. Bye-bye. Bye now.

### **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: Hey, Chris. Good afternoon. My name is Alex. How are you doing today?

Speaker speaker\_0: I'm doing all right, and yourself?

Speaker speaker\_1: I'm doing good too, thank you. Um, I'm calling because I have my employer, Creative Circle, they've reached out to us about the open enrollment period, and I was trying to log into my account to decline the coverage for this year. Um, and it's telling me that I don't have an account, but I, I know for sure that I have one because I get the deductions every week.

Speaker speaker\_0: Hmm. Okay. Let me, let me see if I can just pull your file and do what I need to to cancel it on my side here, then.

Speaker speaker\_1: Um, thank you.

Speaker speaker\_0: What, what's the last four of your Social?

Speaker speaker\_1: 8-8-9-4.

Speaker speaker\_0: Thank you. And your first and last name?

Speaker speaker\_1: Alexander Suleymanov.

Speaker speaker\_0: Thank you. Mr. Suleymanov, could you verify your address and your date of birth for me?

Speaker speaker\_1: 7340 174th Street, Fresh Meadows, New York, 11366.

Speaker speaker\_0: Okay. And the date of birth?

Speaker speaker\_1: Uh, March 27th, 1991.

Speaker speaker\_0: Thank you. We have a phone on file of looks like 646-266-5943. Is that correct?

Speaker speaker\_1: That is correct.

Speaker speaker\_0: All right. And then, let's see here. So yeah, you just have the dental, life, and vision bundle. You just wanna cancel that then?

Speaker speaker\_1: Yes, I do. Thank you.

Speaker speaker\_0: No problem. Uh, cancellation will take about a week or two to fully process as we gotta go back through Creative Circle's payroll teams. Uh, during this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you will not see any more than two at the most. Okay?

Speaker speaker\_1: Got it. Is there a confirmation email I can get that says that the coverage has been canceled?

Speaker speaker\_0: Yeah. We can, we can do that for you. Um, can you confirm we have your email on file Asuley27@gmail.com?

Speaker speaker\_1: Yes. That is correct.

Speaker speaker\_0: All right. I'll go ahead and work on getting a confirmation email out to you. Should be receiving this in just a couple of minutes coming from info@benefitsinacard.com.

Don't see this in your inbox, just check your spam folder. Okay?

Speaker speaker\_1: All right. Perfect. Thank you. I really appreciate your help today.

Speaker speaker\_0: No problem. Was there anything else I could help with?

Speaker speaker\_1: Nope, that's everything. Thank you so much.

Speaker speaker\_0: You're very welcome. Thanks for calling and have a wonderful day.

Speaker speaker\_1: Thank you. You too. Take care. Bye-bye.

Speaker speaker\_0: Bye now.