

Transcript: Chris Sofield

(deactivated)-6407292426698752-6411395328425984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Thank you for calling Benefits in a Card, this is Chris. How can I help you today? Hello? Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Yes, I'm Magdala Vilfranc. Okay. How can I help you? Yes. I am an apply, I'm applying, uh, um, TLC. Okay. And how can I help you, ma'am? Um, Magdala Vilfranc. Magdala Vilfranc, my name. Y- yes, ma'am. How can I help? How can I help you? Okay. Okay. Yes. Um, um, I am, um, an, an, an assurance, um, for vision and, and, and tooth. I- You need to enroll into vision and dental insurance? Yes, yes, yes. Okay. I need, um, is, I need to block the assurance. You need to block the insurance? Yes. Yes. What, what do you mean by block the insurance? I don't need, I don't need, um, um, I, I don't need... Oh, so you wanna cancel the insurance. Yes, I cancel. Cancel. Thank you. Okay. Okay. Yes. What, what's the last four of your Social, ma'am? Uh, again, please? What's the last four of your Social? Uh... I'm listening. Not, I doesn't listen. The, the last four numbers of your Social Security Number, what are they? Last name? Um, um, Vilfranc. Vilfranc last name. No, not, shh, no, not your last name. The last four numbers of your Social Security Number. Oh, number... Okay, one moment. Okay. Hello? Y- yes, ma'am. What are the last four numbers of your Social Security Number? Oh, Social Sec- eh, um, 0001. 0001? All right, yeah. Okay, thank you. Yes. All right, Ms. Vilfranc, could you verify your address and your date of birth, please? My address? Y- can you please verify your address and your date of birth? Yes. My address is, um, um, uh, 602 Aglenest Circle, Auburn, Georgia 30011-2566. Okay. And then your date of birth? Again, please? And your date of birth? What is your date of birth? Uh, birth's, um, um, zero, um, July, July, um, seventh, July, zero, seven, zero, seven, one, nine, eight, one. Thank you. Yes. We have a phone number on file for you. It's 678-863-5492, is that correct? Yes. Yes. Okay. And then, let's see here. All right, you said you wanted to cancel your dental and vision. You, uh, y- Yes, yes, yes. Okay. D- so you want to keep everything else that you're currently enrolled into? Your number? So, you're, you are currently enrolled into medical, dental, vision- Medical and vision, yes, yes. ... short, short-term disability, life insurance, critical illness, accident coverage and identity protection. Y- you said the only two plans you want to cancel out of this are your dental and your vision? Yes. Okay. All right, so doing so will bring your total weekly deductions down to \$29.98 per week. Um, it will, it'll take about one to two weeks for this to process. O- um, once everything processes, you should see your deductions decrease to that \$29.98 and the Monday following that first deduction of \$29.98 is when your vision and dental will have canceled out, okay? Oh, n- okay, okay. Thank you so much. You're welcome. Anything else? Thank you. Bye-bye. Thanks for calling. Have a good day. Bye. Thank you. Enjoy the rest of the day, too. All right, bye now. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello?

Speaker speaker_2: Thank you for calling Benefits in a Card, this is Chris. How can I help you today?

Speaker speaker_1: Hello?

Speaker speaker_2: Hello. Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_1: Yes, I'm Magdala Vilfranc.

Speaker speaker_2: Okay. How can I help you?

Speaker speaker_1: Yes. I am an apply, I'm applying, uh, um, TLC.

Speaker speaker_2: Okay. And how can I help you, ma'am?

Speaker speaker_1: Um, Magdala Vilfranc. Magdala Vilfranc, my name.

Speaker speaker_2: Y- yes, ma'am. How can I help? How can I help you?

Speaker speaker_1: Okay. Okay. Yes. Um, um, I am, um, an, an, an assurance, um, for vision and, and, and tooth. I-

Speaker speaker_2: You need to enroll into vision and dental insurance?

Speaker speaker_1: Yes, yes, yes.

Speaker speaker_2: Okay.

Speaker speaker_1: I need, um, is, I need to block the assurance.

Speaker speaker_2: You need to block the insurance?

Speaker speaker_1: Yes. Yes.

Speaker speaker_2: What, what do you mean by block the insurance?

Speaker speaker_1: I don't need, I don't need, um, um, I, I don't need...

Speaker speaker_2: Oh, so you wanna cancel the insurance.

Speaker speaker_1: Yes, I cancel. Cancel. Thank you.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: Yes.

Speaker speaker_2: What, what's the last four of your Social, ma'am?

Speaker speaker_1: Uh, again, please?

Speaker speaker_2: What's the last four of your Social?

Speaker speaker_1: Uh... I'm listening. Not, I doesn't listen.

Speaker speaker_2: The, the last four numbers of your Social Security Number, what are they?

Speaker speaker_1: Last name? Um, um, Vilfranc. Vilfranc last name.

Speaker speaker_2: No, not, shh, no, not your last name. The last four numbers of your Social Security Number.

Speaker speaker_1: Oh, number... Okay, one moment. Okay. Hello?

Speaker speaker_2: Y- yes, ma'am. What are the last four numbers of your Social Security Number?

Speaker speaker_1: Oh, Social Sec- eh, um, 0001.

Speaker speaker_2: 0001?

Speaker speaker_1: All right, yeah.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Yes.

Speaker speaker_2: All right, Ms. Vilfranc, could you verify your address and your date of birth, please?

Speaker speaker_1: My address?

Speaker speaker_2: Y- can you please verify your address and your date of birth?

Speaker speaker_1: Yes. My address is, um, um, uh, 602 Aglenest Circle, Auburn, Georgia 30011-2566.

Speaker speaker_2: Okay. And then your date of birth?

Speaker speaker_1: Again, please?

Speaker speaker_2: And your date of birth? What is your date of birth?

Speaker speaker_1: Uh, birth's, um, um, zero, um, July, July, um, seventh, July, zero, seven, zero, seven, one, nine, eight, one.

Speaker speaker_2: Thank you.

Speaker speaker_1: Yes.

Speaker speaker_2: We have a phone number on file for you. It's 678-863-5492, is that correct?

Speaker speaker_1: Yes. Yes.

Speaker speaker_2: Okay. And then, let's see here. All right, you said you wanted to cancel your dental and vision. You, uh, y-

Speaker speaker_1: Yes, yes, yes.

Speaker speaker_2: Okay. D- so you want to keep everything else that you're currently enrolled into?

Speaker speaker_1: Your number?

Speaker speaker_2: So, you're, you are currently enrolled into medical, dental, vision-

Speaker speaker_1: Medical and vision, yes, yes.

Speaker speaker_2: ... short, short-term disability, life insurance, critical illness, accident coverage and identity protection. Y- you said the only two plans you want to cancel out of this are your dental and your vision?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. All right, so doing so will bring your total weekly deductions down to \$29.98 per week. Um, it will, it'll take about one to two weeks for this to process. O- um, once everything processes, you should see your deductions decrease to that \$29.98 and the Monday following that first deduction of \$29.98 is when your vision and dental will have canceled out, okay?

Speaker speaker_1: Oh, n- okay, okay. Thank you so much.

Speaker speaker_2: You're welcome. Anything else?

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Thanks for calling. Have a good day.

Speaker speaker_1: Bye. Thank you. Enjoy the rest of the day, too.

Speaker speaker_2: All right, bye now.

Speaker speaker_1: Bye.