

Transcript: Chris Sofield

(deactivated)-6460323630989312-5110355548749824

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card, this is Chris. How can I help you today? Yes, how are you doing? Uh, I just was on the phone with one of your other representatives. Um, I actually called because there was an insurance claim that was set up from a court order from child support. Mm-hmm. Um, on that case, on that child support case and everything, so the person that I just got off the phone with, um, they said that they didn't see the release or the cancellation for the insurance on my, um, adult child. That it was a mistake that they did. So, the lady that just gave me y'all fax number, which is 855- um- 7-something... Um, I just gave it to them. I was trying to check and see have they already sent the fax number for the cancellation. Okay. I can, I can check that. Uh, what staffing company do you work with? I work for BGSL Staffing. Thank you, and the last four of your SSN? 2095. Your first and last name? Kendall Sewell. Thank you. 649 Dale Road. Oh, okay. Uh, is that your, is that your address, sir? That was my address, yeah, that was my address. Okay. And then, the rest of it, the city, state, and the zip? Memphis, Tennessee, 38116. Thank you. And then, a, and then your date of birth? 04/29/1989. Thank you. We have the phone on file 901-691-9872? Yes. Okay. One moment. Okay. At this moment, I'm not showing that we've received it yet. You say at the moment you, you're not showing it? No, at this moment, I'm unable to locate it. All right, uh, I'll give them a call back, make sure that they sent it, because I need this canceled. So, when they do send it, how long does it take for the process to go through? Um, any cancellations, um, once we're able to do so, typically take one to two weeks to fully process. Um, during that timeframe, it is possible you could see one or two deductions providing one or two final weeks of coverage, but if you were to see any further, it'd only be two at the most. Um, but yeah, that's, that's how that cancellation process works. All right. All right, so... All right. Anything else, sir? No, that'll be it. All right. Thanks again for calling, and have a good day.

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 a Card, this is Chris. How can I help you today?

Speaker speaker_2: Yes, how are you doing? Uh, I just was on the phone with one of your other representatives. Um, I actually called because there was an insurance claim that was set up from a court order from child support.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, on that case, on that child support case and everything, so the person that I just got off the phone with, um, they said that they didn't see the release or the cancellation for the insurance on my, um, adult child. That it was a mistake that they did. So, the lady that just gave me y'all fax number, which is 855- um- 7-something... Um, I just gave it to them. I was trying to check and see have they already sent the fax number for the cancellation.

Speaker speaker_1: Okay. I can, I can check that. Uh, what staffing company do you work with?

Speaker speaker_2: I work for BGSF Staffing.

Speaker speaker_1: Thank you, and the last four of your SSN?

Speaker speaker_2: 2095.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Kendall Sewell.

Speaker speaker_1: Thank you.

Speaker speaker_2: 649 Dale Road.

Speaker speaker_1: Oh, okay. Uh, is that your, is that your address, sir?

Speaker speaker_2: That was my address, yeah, that was my address.

Speaker speaker_1: Okay. And then, the rest of it, the city, state, and the zip?

Speaker speaker_2: Memphis, Tennessee, 38116.

Speaker speaker_1: Thank you. And then, a, and then your date of birth?

Speaker speaker_2: 04/29/1989.

Speaker speaker_1: Thank you. We have the phone on file 901-691-9872?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. One moment. Okay. At this moment, I'm not showing that we've received it yet.

Speaker speaker_2: You say at the moment you, you're not showing it?

Speaker speaker_1: No, at this moment, I'm unable to locate it.

Speaker speaker_2: All right, uh, I'll give them a call back, make sure that they sent it, because I need this canceled. So, when they do send it, how long does it take for the process to go through?

Speaker speaker_1: Um, any cancellations, um, once we're able to do so, typically take one to two weeks to fully process. Um, during that timeframe, it is possible you could see one or two deductions providing one or two final weeks of coverage, but if you were to see any further, it'd only be two at the most. Um, but yeah, that's, that's how that cancellation process works.

Speaker speaker_2: All right. All right, so...

Speaker speaker_1: All right. Anything else, sir?

Speaker speaker_2: No, that'll be it.

Speaker speaker_1: All right. Thanks again for calling, and have a good day.