

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Can I speak with Miguel? Mm-hmm, Miguel speaking. Hi, my name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that was left with us, uh, yesterday about canceling coverage. Yeah. How you doing? I'm doing all right, sir. Um, before we continue, this call is being recorded for quality assurance and training purposes. Um, apologies that we were unable to assist you, um, yesterday... uh, sorry, it was two days ago, on Tuesday. We had closed by that point for inclement weather. Um... Yeah. But yeah, we can, we can go ahead and help out. Um, now you said you were with... I believe it was OnTrack Staffing? Yeah. Okay. Um, I'm gonna need a little bit of information from you to locate your file to move forward with cancellation, because what was in the voicemail, unfortunately, I couldn't locate anything with that. Um, what's the last four of your Social? The last four of my Social is 5668. And your last name? Uh, Clotter, C-L-O-T-E-R. Thank you. All right. Okay, cool. I've got your file pulled up here. Now, I show it looks like you've got... uh, looks like dental, vision, accident, illness, life insurance, identity protection, behavioral health, and FreeRx. All that for just yourself at \$21.87 a week. Yep. Um, were you hoping to cancel everything or did you want to keep any of this? I want to cancel everything. Okay. Yeah, we can do that. Um, just... we'll go ahead and start that cancellation process for you. Uh, just be aware that because it was a fully processed enrollment, it is going to take some time for everything to cancel out. Um, you... actually, one moment. Okay, never mind. It looks like it was a fully processed enrollment. However, no hire date had been received and nothing had been sent out to start deductions yet, so you may not even see any... you may not even see any deductions for any of the insurance policies. Are my paychecks coming up? Yeah, you should... uh, if you hadn't seen any already, then I don't believe you will see any. Um, typically, cancellations do take a week or two to fully process and during that timeframe- Yeah. ... you may see deductions. But because we haven't, we hadn't gotten anything that we were required to be able to send that back to OnTrack to start deductions, you may not see anything. Cool. Um... I'm sorry, I'm on lunch. Um... No, you're fine. Are they, uh... are there any other fees that's getting taken out of my check? Uh, if it's not insurance related, I wouldn't be able to tell you. Oh, okay. Okay, okay. All right. Um... Anything else? So, no. So I won't be seeing that on my check that's coming this... up from the check? This is my first check, by the way. Um, do you... I can't guarantee that. Based on what I'm seeing here, it's most likely that you won't, but again, I can't guarantee anything. You may see one or two deductions providing one or two weeks of coverage. But if you see anything, you'd only see two at the most. Again, given how everything is looking, I don't, I don't... I can't... I don't think you will. But again, I, I can't guarantee anything. Okay. All right, then. Um- All right, thank you so much. Is there anything else? Uh, that'll be it. All right. Thanks for taking the time to speak with me. Thank you, man.

Have a good day. You too, man. All right, bye now. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Can I speak with Miguel?

Speaker speaker_2: Mm-hmm, Miguel speaking.

Speaker speaker_1: Hi, my name is Chris. I'm with Benefits in a Card. I'm returning a voicemail that was left with us, uh, yesterday about canceling coverage.

Speaker speaker_2: Yeah. How you doing?

Speaker speaker_1: I'm doing all right, sir. Um, before we continue, this call is being recorded for quality assurance and training purposes. Um, apologies that we were unable to assist you, um, yesterday... uh, sorry, it was two days ago, on Tuesday. We had cl- uh, we had closed by that point for inclement weather. Um...

Speaker speaker_2: Yeah.

Speaker speaker_1: But yeah, we can, we can go ahead and help out. Um, now you said you were with... I believe it was OnTrack Staffing?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, I'm gonna need a little bit of information from you to locate your file to move forward with cancellation, because what was in the voicemail, unfortunately, I couldn't locate anything with that. Um, what's the last four of your Social?

Speaker speaker_2: The last four of my Social is 5668.

Speaker speaker_1: And your last name?

Speaker speaker_2: Uh, Clotter, C-L-O-T-E-R.

Speaker speaker_1: Thank you. All right. Okay, cool. I've got your file pulled up here. Now, I show it looks like you've got... uh, looks like dental, vision, accident, illness, life insurance, identity protection, behavioral health, and FreeRx. All that for just yourself at \$21.87 a week.

Speaker speaker_2: Yep.

Speaker speaker_1: Um, were you hoping to cancel everything or did you want to keep any of this?

Speaker speaker_2: I want to cancel everything.

Speaker speaker_1: Okay. Yeah, we can do that. Um, just... we'll go ahead and start that cancellation process for you. Uh, just be aware that because it was a fully processed enrollment, it is going to take some time for everything to cancel out. Um, you... actually, one

moment. Okay, never mind. It looks like it was a fully processed enrollment. However, no hire date had been received and nothing had been sent out to start deductions yet, so you may not even see any... you may not even see any deductions for any of the insurance policies.

Speaker speaker_2: Are my paychecks coming up?

Speaker speaker_1: Yeah, you shou-... uh, if you hadn't seen any already, then I don't believe you will see any. Um, typically, cancellations do take a week or two to fully process and during that timeframe-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... you may see deductions. But because we haven't, we hadn't gotten anything that we were required to be able to send that back to OnTrack to start deductions, you may not see anything.

Speaker speaker_2: Cool. Um... I'm sorry, I'm on lunch. Um...

Speaker speaker_1: No, you're fine.

Speaker speaker_2: Are they, uh... are there any other fees that's getting taken out of my check?

Speaker speaker_1: Uh, if it's not insurance related, I wouldn't be able to tell you.

Speaker speaker_2: Oh, okay. Okay, okay.

Speaker speaker_1: All right.

Speaker speaker_2: Um...

Speaker speaker_1: Anything else?

Speaker speaker_2: So, no. So I won't be seeing that on my check that's coming this... up from the check? This is my first check, by the way.

Speaker speaker_1: Um, do you... I can't guarantee that. Based on what I'm seeing here, it's most likely that you won't, but again, I can't guarantee anything. You may see one or two deductions providing one or two weeks of coverage. But if you see anything, you'd only see two at the most. Again, given how everything is looking, I don't, I don't... I can't... I don't think you will. But again, I, I can't guarantee anything.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, then. Um-

Speaker speaker_2: All right, thank you so much.

Speaker speaker_1: Is there anything else?

Speaker speaker_2: Uh, that'll be it.

Speaker speaker_1: All right. Thanks for taking the time to speak with me.

Speaker speaker_2: Thank you, man.

Speaker speaker_1: Have a good day.

Speaker speaker_2: You too, man.

Speaker speaker_1: All right, bye now.

Speaker speaker_2: Bye.