

Transcript: Chris Sofield

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, Chris can I help you today? Uh, yes, this is Donald Howser. Uh, I was calling about... When, when is it due to, uh, where I can get my insurance turned off? Like- So okay, are you asking like, when you're eligible to cancel? Yeah. Uh, what staffing company do you work with? WorkSource. WorkSource? Yeah. As far as I'm aware, you're always eligible to cancel. Let me double check that though. Yeah there, um, yeah normally you're always eligible to cancel. There's, uh, there shouldn't be any restrictions to that. Um, what's, what's the last four of your Social Security number so I can locate your file? 5059. And your first and last name? Donald Howser. All right. Okay. All right, Mr. Howser, could you verify your address and date of birth for me? My address is, uh, 601 West, uh, Easy Street, Apartment A1. And then my birth, my, my date of birth is 08/25/1977. And the rest of the address, the city, state and zip code? Oh. Oh, uh, Rogers, Arkansas, and I do not know the zip code. Hold on . 72756. Thank you, so on file 870-217-3406, is that correct? Yes sir. All right, now I see it looks like you're enrolled into, uh, multiple plans, looks like medical, dental, vision, disability, life insurance, critical illness, accident coverage, behavioral health and identity protection. Uh, was there any of this that you wanted to keep or did you want to cancel everything? Uh, I, I think, uh, me and my wife wants to cancel those. Let me, let me text her real quick and make sure. Just give me a minute, I just texted her to ma- just to make sure that's what she wants to do. My wife says the dental and the actual insurance. Cancel dental and cancel medical but leave, but keep everything else? Uh, yeah. Wait a minute she says she needs to look at the... Yeah, hold on she said she needed to look at the sheet. Uh, but as far as I know, she's... As far as I know right now she says the dental and the actual insurance. Okay, so are those the two to cancel or the two to keep? Uh, those would be the two to cancel. Okay. Uh, now just so you are aware, um, WorkSource, if you're enrolled into anything at all, WorkSource will at least pay for your dental for just yourself. Uh, so that's, you know, no, nothing coming out of your check for that. Um, did you still want to cancel dental entirely or just drop it to just yourself and it really, like, like I said, it wouldn't draw out of your check for that to pay for by them. Yeah, w- well, I know we wanted to drop it because, uh, we, we got, we got to calling around and none of these dental places will, th- they, they don't want to pay, uh, my, my insurance don't want to pay for what I want. And so, I mean, there, there's no use of paying for it if I can't use it. Okay, I'm just asking. Uh, so we're dropping dental, we're dropping the Stay Healthy plan, we're leaving disability, life, vision, illness, accident, behavioral health and identity protection. Is that correct? Uh, just text- she texts me back right now about it. Okay, she said cancel the dental, the actual insurance, the MEC, whatever that is, and behavioral. Okay, so we're canceling dental, we're canceling behavioral health and we're canceling s- the Stay Healthy. But we're leaving short term disability, life insurance, vision, critical illness, acci-

group accident and identity protection? Yes. Okay. Yeah, she said just keep everything. So yeah, whatever the MEC plan is, I don't know what that is. That's, that's your medical policy, that's preventative care services. Okay, yeah, she wanted to cancel all that. Okay. So all right. And leave w- leave the other. All right, so that'll bring your total weekly deductions down to \$20.36 per week. Just be aware that it is going to take... it does take some time for this change to process, one to two weeks for everything to go through. So you may still see one or two more deductions at the original 42.62, but you wouldn't see any more than two at the most before it drops down to 20.36. Okay. All right, anything else? That'll be it. Thank you. You're welcome. Thanks again for calling and have a good day. You too. Bye-bye. Mm-hmm. Bye now.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Card, Chris can I help you today?

Speaker speaker_2: Uh, yes, this is Donald Howser. Uh, I was calling about... When, when is it due to, uh, where I can get my insurance turned off? Like-

Speaker speaker_1: So okay, are you asking like, when you're eligible to cancel?

Speaker speaker_2: Yeah.

Speaker speaker_1: Uh, what staffing company do you work with?

Speaker speaker_2: WorkSource.

Speaker speaker_1: WorkSource?

Speaker speaker_2: Yeah.

Speaker speaker_1: As far as I'm aware, you're always eligible to cancel. Let me double check that though. Yeah there, um, yeah normally you're always eligible to cancel. There's, uh, there shouldn't be any restrictions to that. Um, what's, what's the last four of your Social Security number so I can locate your file?

Speaker speaker_2: 5059.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Donald Howser.

Speaker speaker_1: All right. Okay. All right, Mr. Howser, could you verify your address and date of birth for me?

Speaker speaker_2: My address is, uh, 601 West, uh, Easy Street, Apartment A1. And then my birth, my, my date of birth is 08/25/1977.

Speaker speaker_1: And the rest of the address, the city, state and zip code?

Speaker speaker_2: Oh. Oh, uh, Rogers, Arkansas, and I do not know the zip code. Hold on . 72756.

Speaker speaker_1: Thank you, so on file 870-217-3406, is that correct?

Speaker speaker_2: Yes sir.

Speaker speaker_1: All right, now I see it looks like you're enrolled into, uh, multiple plans, looks like medical, dental, vision, disability, life insurance, critical illness, accident coverage, behavioral health and identity protection. Uh, was there any of this that you wanted to keep or did you want to cancel everything?

Speaker speaker_2: Uh, I, I think, uh, me and my wife wants to cancel those. Let me, let me text her real quick and make sure. Just give me a minute, I just texted her to ma- just to make sure that's what she wants to do. My wife says the dental and the actual insurance.

Speaker speaker_1: Cancel dental and cancel medical but leave, but keep everything else?

Speaker speaker_2: Uh, yeah. Wait a minute she says she needs to look at the... Yeah, hold on she said she needed to look at the sheet. Uh, but as far as I know, she's... As far as I know right now she says the dental and the actual insurance.

Speaker speaker_1: Okay, so are those the two to cancel or the two to keep?

Speaker speaker_2: Uh, those would be the two to cancel.

Speaker speaker_1: Okay. Uh, now just so you are aware, um, WorkSource, if you're enrolled into anything at all, WorkSource will at least pay for your dental for just yourself. Uh, so that's, you know, no, nothing coming out of your check for that. Um, did you still want to cancel dental entirely or just drop it to just yourself and it really, like, like I said, it wouldn't draw out of your check for that to pay for by them.

Speaker speaker_2: Yeah, w- well, I know we wanted to drop it because, uh, we, we got, we got to calling around and none of these dental places will, th- they, they don't want to pay, uh, my, my insurance don't want to pay for what I want. And so, I mean, there, there's no use of paying for it if I can't use it.

Speaker speaker_1: Okay, I'm just asking. Uh, so we're dropping dental, we're dropping the Stay Healthy plan, we're leaving disability, life, vision, illness, accident, behavioral health and identity protection. Is that correct?

Speaker speaker_2: Uh, just text- she texts me back right now about it. Okay, she said cancel the dental, the actual insurance, the MEC, whatever that is, and behavioral.

Speaker speaker_1: Okay, so we're canceling dental, we're canceling behavioral health and we're canceling s- the Stay Healthy. But we're leaving short term disability, life insurance, vision, critical illness, acci- group accident and identity protection?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, she said just keep everything. So yeah, whatever the MEC plan is, I don't know what that is.

Speaker speaker_1: That's, that's your medical policy, that's preventative care services.

Speaker speaker_2: Okay, yeah, she wanted to cancel all that.

Speaker speaker_1: Okay. So all right.

Speaker speaker_2: And leave w- leave the other.

Speaker speaker_1: All right, so that'll bring your total weekly deductions down to \$20.36 per week. Just be aware that it is going to take... it does take some time for this change to process, one to two weeks for everything to go through. So you may still see one or two more deductions at the original 42.62, but you wouldn't see any more than two at the most before it drops down to 20.36.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, anything else?

Speaker speaker_2: That'll be it. Thank you.

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

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Mm-hmm. Bye now.