

## **Transcript: Estefania**

**Acevedo-4536069047500800-6153614733131776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? Hi. I was calling to see if I can cancel, um, my benefits that I have. Okay. Yeah, I can help you with that. Um, what staff and agency are you with? Um, through ATNC. And then- JACCS. Thank you. What is the last four of your social? 0423. For security purposes, could you please verify the address that we have on file as well as your date of birth? 406 Caden Lane, Thomasville, Georgia 31792. Um, 07021995. Is your phone number 229-473-0768? Yes, ma'am. And then I have youngyourfirstname26@gmail.com. Is that to date? Yes, ma'am. Mm-hmm. Okay. And then did you want to cancel, um, all of your coverage or just certain plans? Just certain plans. Okay. What did you want to cancel? Okay. I want to cancel the health, health insurance. Mm-hmm. And, um, I think I got dental. Yes, you did. Okay. But I want to keep my life insurance. Okay. So you just wanted to keep life? Yes, just life insurance. Okay. So I went ahead and dropped that VIP Prime, which was- Mm-hmm. ... \$43.41. And then I went ahead and dropped your dental plan, which was \$3.64. So now your weekly deduction is gonna be of \$2.11. Um, just keep in mind that it takes 7 to 10 days for any cancellations to process. So you still may experience that deduction that you used to have. Um, but I went ahead and changed it over. Okay. Um, and also, I was trying to see, is there any way I can take life insurance, like, out with my, for my son? So right now your life is only for employee, but your beneficiary is your son. Did you want to take him out? No, I want to keep him in there. Oh, okay. Yeah, so we have him as the beneficiary. Okay. So do y'all got Ms. Janice Gaither first and then him second? Um, so we only have him. Did you want to add somebody else? Yes. Can y'all switch her to the top first and then put him second? We can. Um, we can split it in half, like 50/50. Um, you know what? No, take, okay, take him off. Okay. And just put her. Just put Janice Gaither. Did you say her first name was Jennifer? Janice. Okay, Janice. Okay. Yeah. And then that last name? Gaither. Okay. Sorry. Achoo. Okay. So I added Janice on there. Mm-hmm. Did you have any other suggestions? Um, I was trying to see, is there any way y'all can send me, of how much, um, what they charged you out with, with the life insurance? Um, so if you want, I can send you the benefit guide. That benefit guide explains to you, um- Okay. Yes. Uh-huh. ... the life insurance plan. Okay. Give me one second. And then if you want, I can type down the pages that direct you to that- Yes. ... life insurance, so that you don't have to be looking. But can I put you in a brief hold while I do that? Yes, ma'am. And then it looks like, um, it has an effective date of January the 5th. But since you had it on there already, I just still have to tell you. Okay. Okay. Um, give me one second. I'm going to put you in a brief hold while I send that over. Is that a good email to send it? Can you send me the email that I got on file? Yeah. It's your last name, first name, 26th@gmail.com. Last name, first name. Okay. Yeah. That'll, that'll be a good one. Okay. I'm going to go ahead and send it

over. Give me one second. I'm going to put you in a brief hold while I, while I send that. Okay. Okay. Thank you for your hold. So I went ahead and emailed you that guide, um, and I wrote down the pages that explains more in detail about your term life plan. Okay. But you don't have to, like, look through it. So I just wrote down the page number. Okay. Yes, ma'am. And then, just keep in mind that if you do wanna add any future plans, um, that you have till the 27th to do it. That's the last day that you would have to add any additional plans if you change your mind- Okay. ... and want to add, um, a plan again. Okay. Thank you. Mm-hmm. And you said it takes about five to seven days? Yes. Uh, cancellations take usually seven to 10 days to process. Seven to 10 days to process. Okay. Mm-hmm. All right. Did you have any more questions? That would be all. All right. Well, I hope you have a great Christmas. Thank you for your time. Thank you. You, too.

## Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Hi. I was calling to see if I can cancel, um, my benefits that I have.

Speaker speaker\_1: Okay. Yeah, I can help you with that. Um, what staff and agency are you with?

Speaker speaker\_2: Um, through ATNC.

Speaker speaker\_1: And then-

Speaker speaker\_2: JACCS.

Speaker speaker\_1: Thank you. What is the last four of your social?

Speaker speaker\_2: 0423.

Speaker speaker\_1: For security purposes, could you please verify the address that we have on file as well as your date of birth?

Speaker speaker\_2: 406 Caden Lane, Thomasville, Georgia 31792. Um, 07021995.

Speaker speaker\_1: Is your phone number 229-473-0768?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have youngyourfirstname26@gmail.com. Is that to date?

Speaker speaker\_2: Yes, ma'am. Mm-hmm.

Speaker speaker\_1: Okay. And then did you want to cancel, um, all of your coverage or just certain plans?

Speaker speaker\_2: Just certain plans.

Speaker speaker\_1: Okay. What did you want to cancel?

Speaker speaker\_2: Okay. I want to cancel the health, health insurance.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: And, um, I think I got dental.

Speaker speaker\_1: Yes, you did.

Speaker speaker\_2: Okay. But I want to keep my life insurance.

Speaker speaker\_1: Okay. So you just wanted to keep life?

Speaker speaker\_2: Yes, just life insurance.

Speaker speaker\_1: Okay. So I went ahead and dropped that VIP Prime, which was-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... \$43.41. And then I went ahead and dropped your dental plan, which was \$3.64. So now your weekly deduction is gonna be of \$2.11. Um, just keep in mind that it takes 7 to 10 days for any cancellations to process. So you still may experience that deduction that you used to have. Um, but I went ahead and changed it over.

Speaker speaker\_2: Okay. Um, and also, I was trying to see, is there any way I can take life insurance, like, out with my, for my son?

Speaker speaker\_1: So right now your life is only for employee, but your beneficiary is your son. Did you want to take him out?

Speaker speaker\_2: No, I want to keep him in there.

Speaker speaker\_1: Oh, okay. Yeah, so we have him as the beneficiary.

Speaker speaker\_2: Okay. So do y'all got Ms. Janice Gaither first and then him second?

Speaker speaker\_1: Um, so we only have him. Did you want to add somebody else?

Speaker speaker\_2: Yes. Can y'all switch her to the top first and then put him second?

Speaker speaker\_1: We can. Um, we can split it in half, like 50/50.

Speaker speaker\_2: Um, you know what? No, take, okay, take him off.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And just put her. Just put Janice Gaither.

Speaker speaker\_1: Did you say her first name was Jennifer?

Speaker speaker\_2: Janice.

Speaker speaker\_1: Okay, Janice. Okay.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: And then that last name?

Speaker speaker\_2: Gaither.

Speaker speaker\_1: Okay. Sorry.

Speaker speaker\_3: Achoo.

Speaker speaker\_1: Okay. So I added Janice on there.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Did you have any other suggestions?

Speaker speaker\_2: Um, I was trying to see, is there any way y'all can send me, of how much, um, what they charged you out with, with the life insurance?

Speaker speaker\_1: Um, so if you want, I can send you the benefit guide. That benefit guide explains to you, um-

Speaker speaker\_2: Okay. Yes. Uh-huh.

Speaker speaker\_1: ... the life insurance plan. Okay. Give me one second. And then if you want, I can type down the pages that direct you to that-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... life insurance, so that you don't have to be looking. But can I put you in a brief hold while I do that?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then it looks like, um, it has an effective date of January the 5th. But since you had it on there already, I just still have to tell you.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Um, give me one second. I'm going to put you in a brief hold while I send that over. Is that a good email to send it?

Speaker speaker\_2: Can you send me the email that I got on file?

Speaker speaker\_1: Yeah. It's your last name, first name, 26th@gmail.com.

Speaker speaker\_2: Last name, first name. Okay. Yeah. That'll, that'll be a good one.

Speaker speaker\_1: Okay. I'm going to go ahead and send it over. Give me one second. I'm going to put you in a brief hold while I, while I send that.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay. Thank you for your hold. So I went ahead and emailed you that guide, um, and I wrote down the pages that explains more in detail about your term life plan.

Speaker speaker\_4: Okay.

Speaker speaker\_1: But you don't have to, like, look through it. So I just wrote down the page number.

Speaker speaker\_4: Okay.

Speaker speaker\_1: Yes, ma'am. And then, just keep in mind that if you do wanna add any future plans, um, that you have till the 27th to do it. That's the last day that you would have to add any additional plans if you change your mind-

Speaker speaker\_4: Okay.

Speaker speaker\_1: ... and want to add, um, a plan again.

Speaker speaker\_4: Okay. Thank you.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_4: And you said it takes about five to seven days?

Speaker speaker\_1: Yes. Uh, cancellations take usually seven to 10 days to process.

Speaker speaker\_4: Seven to 10 days to process. Okay.

Speaker speaker\_1: Mm-hmm. All right. Did you have any more questions?

Speaker speaker\_4: That would be all.

Speaker speaker\_1: All right. Well, I hope you have a great Christmas. Thank you for your time.

Speaker speaker\_4: Thank you. You, too.