

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. I'm calling from Benefits in a Card on behalf of America's Staff. Um, I just got off the phone with you, like, two minutes ago regarding your- Yes. ... benefits. Yes. Um, so I was actually looking in your account and I was trying to decline it, but it looks like you were already enrolled. Um, I looked through the notes, and it looks like we received two different forms. One not declining the auto enrollment, and then two weeks later- Oh, yeah. ... we got the other form that was declining the enrollment. Um, I went ahead and canceled the pending enrollment that you have. You may still experience one or two deductions due to that, but I'mma send a- What? ... email to let... I'm gonna send an em- How much? How much they're gonna take out? How much? So, it's \$17.62. But I'mma send a email to the main office to see if it's po- possible to stop those deductions. I so appreciate it. Yes, sir. Um, but I went ahead and canceled that coverage for you. But I will be sending out that email to the main office to see if it's possible to stop those deductions. Okay? Okay. Thank you. You're welcome. I hope you have a great day. You too.

Conversation Format

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

Speaker speaker_1: Good afternoon. I'm calling from Benefits in a Card on behalf of America's Staff. Um, I just got off the phone with you, like, two minutes ago regarding your-

Speaker speaker_2: Yes.

Speaker speaker_1: ... benefits.

Speaker speaker_2: Yes.

Speaker speaker_1: Um, so I was actually looking in your account and I was trying to decline it, but it looks like you were already enrolled. Um, I looked through the notes, and it looks like we received two different forms. One not declining the auto enrollment, and then two weeks later-

Speaker speaker_2: Oh, yeah.

Speaker speaker_1: ... we got the other form that was declining the enrollment. Um, I went ahead and canceled the pending enrollment that you have. You may still experience one or two deductions due to that, but I'mma send a-

Speaker speaker_2: What?

Speaker speaker_1: ... email to let... I'm gonna send an em-

Speaker speaker_2: How much? How much they're gonna take out? How much?

Speaker speaker_1: So, it's \$17.62. But I'mma send a email to the main office to see if it's possible to stop those deductions.

Speaker speaker_2: I so appreciate it.

Speaker speaker_1: Yes, sir. Um, but I went ahead and canceled that coverage for you. But I will be sending out that email to the main office to see if it's possible to stop those deductions. Okay?

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: You're welcome. I hope you have a great day.

Speaker speaker_2: You too.