

Transcript: Estefania

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Full Transcript

Thank you for calling Benefit Center 20-- My name is Stephanie. How can I assist you? Oh, yeah, hi. I'm, uh, Earl Campbell. Uh, on my benefits, uh, uh, through Accuforce, um, I added on a free Rx. I, I, I really don't want that. I wanna drop that. Okay. And then I just need the last four of your Social. Okay. 3834. And you said Accuforce? Uh, uh, yeah, I got it through Ac-Accuforce. Okay. And then you said your name is Earl? Earl Campbell. Yeah. Okay. For security purposes, could you verify your address and date of birth? Uh, my address is, uh, 1213 Ledford Street in Elizabethton, Tennessee 37643 and my date of birth is 2/20/68. 423-552-8188 is your phone number? Yeah. And then I have navy_dad_2001.bahamas@yahoo.com? Yeah, correct. Okay. All right. And then you said you wanted to drop the free Rx plan? Yeah. It's a- don't do me no good. Okay. And is that the only plan that you wanted to drop? Yeah. Okay. All right. So, it looks like your new weekly deduction will change to be \$30.04. I do have to let you know that it does take seven to 10 days for any changes to process. So, due to that, there is a possibility that you still may experience one or two deductions- Yeah. ... of 36.03, okay? Okay. That's fine with me. All right. Did you have any other questions? Uh, no, that's all today. All right. All right. Well, I hope you have a great day. All right. You too. Thanks for your help. Thank you. Um, all right, I'm, uh...

Conversation Format

Speaker speaker_0: Thank you for calling Benefit Center 20-- My name is Stephanie. How can I assist you?

Speaker speaker_1: Oh, yeah, hi. I'm, uh, Earl Campbell. Uh, on my benefits, uh, uh, through Accuforce, um, I added on a free Rx. I, I, I really don't want that. I wanna drop that.

Speaker speaker_0: Okay. And then I just need the last four of your Social.

Speaker speaker_1: Okay. 3834.

Speaker speaker_0: And you said Accuforce?

Speaker speaker_1: Uh, uh, yeah, I got it through Ac- Accuforce.

Speaker speaker_0: Okay. And then you said your name is Earl?

Speaker speaker_1: Earl Campbell. Yeah.

Speaker speaker_0: Okay. For security purposes, could you verify your address and date of birth?

Speaker speaker_1: Uh, my address is, uh, 1213 Ledford Street in Elizabethton, Tennessee 37643 and my date of birth is 2/20/68.

Speaker speaker_0: 423-552-8188 is your phone number?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then I have navy_dad_2001.bahamas@yahoo.com?

Speaker speaker_1: Yeah, correct.

Speaker speaker_0: Okay. All right. And then you said you wanted to drop the free Rx plan?

Speaker speaker_1: Yeah. It's a- don't do me no good.

Speaker speaker_0: Okay. And is that the only plan that you wanted to drop?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. All right. So, it looks like your new weekly deduction will change to be \$30.04. I do have to let you know that it does take seven to 10 days for any changes to process. So, due to that, there is a possibility that you still may experience one or two deductions-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... of 36.03, okay?

Speaker speaker_1: Okay. That's fine with me.

Speaker speaker_0: All right. Did you have any other questions?

Speaker speaker_1: Uh, no, that's all today.

Speaker speaker_0: All right.

Speaker speaker_1: All right.

Speaker speaker_0: Well, I hope you have a great day.

Speaker speaker_1: All right. You too. Thanks for your help.

Speaker speaker_0: Thank you.

Speaker speaker_1: Um, all right, I'm, uh...