

Transcript: Estefania

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Full Transcript

Thank you for calling American Express. My name is Stephanie. How can I assist you? Uh, yes, ma'am. Uh, I signed up with Integrity Trade Services out of Pasadena, Texas. Mm-hmm. And apparently, uh, they automatically signed me up for y'all's insurance and it's been- Yeah. ... coming out of my check, it's been coming out of my check. I haven't- Mm-hmm. ... received any cards for it and I tried to decline it, but apparently, it went through anyway. I can check. Um, what are the last four of your social? 0134. Um, 014... No, 0134. 0134. Okay. First and last name? Smith. T- Troy Smith? Yes, ma'am. Okay. For security purposes, can you verify your full address and date of birth? 3406 Wisconsin Street, Baytown, Texas 77520. And- Is- ... I was born May 12th, 1988. Thank you. Is 346-4966-B-86 your phone number? Yes, ma'am. And then I have mrtsmith088@mail.com? Yes, ma'am. Okay. Yeah. So it looks like you didn't opt out from the auto enrollment, um, so they did automatically enroll you into it. I'm not sure why you haven't received the card. Oh, so it looks like you actually are just now gonna become active, um, for next week. So if you don't want it, I can go ahead and, um, cancel your coverage. Most likely you'll be getting your card, um, but since it's gonna be canceled, it's not gonna work 100%. Yeah, go ahead. Uh, yeah. Yeah. Go ahead and cancel it because, like, I, I don't even use it. I have health coverage through the marketplace, so... Gotcha. Okay. Um, I do have to let you know that it does take seven to 10 days for any cancellations to process. Okay. So there is a possibility that after the cancellation you may experience one deduction or two. Um, hopefully it's only one. So if you do see a deduction, one or two, you would have coverage for those weeks. Um, but like I said, it wouldn't pass two deductions if you do see a second one. So, okay. Yeah. I was just... All right. All right. But that coverage is canceled. Yeah. Well, thank you, ma'am. You're welcome. Have a nice day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling American Express. My name is Stephanie. How can I assist you?

Speaker speaker_1: Uh, yes, ma'am. Uh, I signed up with Integrity Trade Services out of Pasadena, Texas.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And apparently, uh, they automatically signed me up for y'all's insurance and it's been-

Speaker speaker_0: Yeah.

Speaker speaker_1: ... coming out of my check, it's been coming out of my check. I haven't-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... received any cards for it and I tried to decline it, but apparently, it went through anyway.

Speaker speaker_0: I can check. Um, what are the last four of your social?

Speaker speaker_1: 0134.

Speaker speaker_0: Um, 014...

Speaker speaker_1: No, 0134.

Speaker speaker_0: 0134. Okay. First and last name?

Speaker speaker_1: Smith.

Speaker speaker_0: T- Troy Smith?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: 3406 Wisconsin Street, Baytown, Texas 77520. And-

Speaker speaker_0: Is-

Speaker speaker_1: ... I was born May 12th, 1988.

Speaker speaker_0: Thank you. Is 346-4966-B-86 your phone number?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have mrtsmith088@mail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Yeah. So it looks like you didn't opt out from the auto enrollment, um, so they did automatically enroll you into it. I'm not sure why you haven't received the card. Oh, so it looks like you actually are just now gonna become active, um, for next week. So if you don't want it, I can go ahead and, um, cancel your coverage. Most likely you'll be getting your card, um, but since it's gonna be canceled, it's not gonna work 100%.

Speaker speaker_1: Yeah, go ahead. Uh, yeah. Yeah. Go ahead and cancel it because, like, I, I don't even use it. I have health coverage through the marketplace, so...

Speaker speaker_0: Gotcha. Okay. Um, I do have to let you know that it does take seven to 10 days for any cancellations to process.

Speaker speaker_1: Okay.

Speaker speaker_0: So there is a possibility that after the cancellation you may experience one deduction or two. Um, hopefully it's only one. So if you do see a deduction, one or two, you would have coverage for those weeks. Um, but like I said, it wouldn't pass two deductions if you do see a second one.

Speaker speaker_1: So, okay. Yeah. I was just... All right.

Speaker speaker_0: All right. But that coverage is canceled.

Speaker speaker_1: Yeah. Well, thank you, ma'am.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: You too.