

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Michelle Sanchez. I need to decline coverage, please. Okay. Which, which agency are you working with? Carlton Staffing. Okay. Thank you. And then what is the last four of your Social? 079. Okay. And then your first and last name, please? Michelle Sanchez. Okay. Can you verify your address and date of birth? 2850 South 77 Parkway East, 130, uh, Houston, Texas 77047, 1478. Thank you. Is your phone number still the 346-774-1222? It is. Yes, ma'am. Okay. Then I have mpsanchez925@gmail.com. Is that correct? That is correct. Okay. So, it looks like they already must have enrolled you, so I went ahead and canceled that. Um, cancellations do take seven to 10 business days to process, so there is a chance that you may experience one deduction or two after the cancellation. I understand. How much is it gonna be? I'm sorry? How much is it gonna be? The total was \$16.05. Okay. Is that something that I'm gonna be able to get reimbursed back to me? Because I'm declining the coverage. No, I'm not... I'm following the instructions they gave me. Okay. Give me one sec. So, we don't do refunds, but give me one second. Okay. Thank you for your help, Stephanie. I was just trying to confirm that we are canceled. Do you remember her? Who's my boss? You remember her? Okay. How do I cancel this, Stephanie? Okay, ma'am. Yeah. So, it looks like your staffing agency already enrolled you into that, so I had to do a cancellation. It wasn't a opt-out to not be enrolled 'cause you were already enrolled. Okay. Thank you for your help, Stephanie. I appreciate you doing the cancellation for me. You're welcome. Have a nice day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. My name is Michelle Sanchez. I need to decline coverage, please.

Speaker speaker_0: Okay. Which, which agency are you working with?

Speaker speaker_1: Carlton Staffing.

Speaker speaker_0: Okay. Thank you. And then what is the last four of your Social?

Speaker speaker_1: 079.

Speaker speaker_0: Okay. And then your first and last name, please?

Speaker speaker_1: Michelle Sanchez.

Speaker speaker_0: Okay. Can you verify your address and date of birth?

Speaker speaker_1: 2850 South 77 Parkway East, 130, uh, Houston, Texas 77047, 1478.

Speaker speaker_0: Thank you. Is your phone number still the 346-774-1222?

Speaker speaker_1: It is. Yes, ma'am.

Speaker speaker_0: Okay. Then I have mpsanchez925@gmail.com. Is that correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: Okay. So, it looks like they already must have enrolled you, so I went ahead and canceled that. Um, cancellations do take seven to 10 business days to process, so there is a chance that you may experience one deduction or two after the cancellation.

Speaker speaker_2: I understand.

Speaker speaker_1: How much is it gonna be?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: How much is it gonna be?

Speaker speaker_0: The total was \$16.05.

Speaker speaker_1: Okay. Is that something that I'm gonna be able to get reimbursed back to me? Because I'm declining the coverage.

Speaker speaker_0: No, I'm not...

Speaker speaker_1: I'm following the instructions they gave me.

Speaker speaker_0: Okay. Give me one sec. So, we don't do refunds, but give me one second.

Speaker speaker_1: Okay. Thank you for your help, Stephanie. I was just trying to confirm that we are canceled.

Speaker speaker_3: Do you remember her?

Speaker speaker_2: Who's my boss?

Speaker speaker_3: You remember her? Okay.

Speaker speaker_1: How do I cancel this, Stephanie?

Speaker speaker_0: Okay, ma'am. Yeah. So, it looks like your staffing agency already enrolled you into that, so I had to do a cancellation. It wasn't a opt-out to not be enrolled 'cause you were already enrolled.

Speaker speaker_1: Okay. Thank you for your help, Stephanie. I appreciate you doing the cancellation for me.

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

Speaker speaker_1: You too. Bye-bye.