

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm returning a callback from Benefits in a Card. Yes, ma'am. Yeah, this is just why I was, I was calling to cancel my insurance, 'cause I didn't even enroll in the insurance, though. Okay. Um, what staff and agency do you work for? Counselor, Milwaukee Tool. Okay. And then what were the last four of your Social? 2405. For security purposes, can you verify your address and date of birth? 406 Stone Avenue, 38930. Okay. And then I have 662-897-7880? Yes, ma'am. And then I have your last name, your first name, 40@yahoo.com? Mm-hmm. Okay. So let's see. You said you wanted to cancel it? Yes, ma'am. 'Cause it feel like I ain't, I ain't, I'm not making nothing. Y'all taking, taking, instead of taking insurance out, I ain't even gonna ask for it. Okay. Um, so I do have to let you know that it does take seven to 10 business days for any cancellations to process. So I can go ahead and cancel that. Um, but there is a possibility that you may experience one or two deductions. It shouldn't be more than two, though, if you do see two. So hopefully if you do see a deduction, it's only one. Um, but if you do see two for some reason, it shouldn't be more than two. Can you tell me how much that is and taken out? Out of my check anyway? It's \$47.29. It looks like it's for the VIP Standard, which is your medical plan, dental, vision, short-term disability, term life- Oh. ... and then the MEC. Um, but honestly, it looks like you just became active. Like just became active. Say that again. You just became active. Let's see. Yeah. Let's see when you became active. Uh, let me check real quick, sir. It looks like you just became active this week. So y- you do wanna cancel it? Yes, I wanna cancel it. Mm-mm. I wanna cancel it. Okay. So, um, I'm gonna go ahead and cancel it your plan just... But just like I said, keep in mind that cancellations take seven to 10 days to process. So there is the possibility that you may experience one or two deductions after the cancellation. But that has been canceled already. Um, if you do wanna enroll in the future, you would have to do it within company open enrollment, which is actually h- last day looks like it's on May the... May the 1st. But your plan has been canceled. Hello? Okay. I'm, I'm in the middle of something. Okay. So I went ahead and canceled that, but like I said, the cancellations do take seven to 10 business days to process. So there is a possibility that you may experience one or two deductions after the cancellation. Um, but hopefully it's only one, like I said. But that's canceled. Okay. Thank you, ma'am. Y- you're welcome. Have a nice day, sir. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm returning a callback from Benefits in a Card.

Speaker speaker_1: Yes, ma'am. Yeah, this is just why I was, I was calling to cancel my insurance, 'cause I didn't even enroll in the insurance, though.

Speaker speaker_0: Okay. Um, what staff and agency do you work for?

Speaker speaker_1: Counselor, Milwaukee Tool.

Speaker speaker_0: Okay. And then what were the last four of your Social?

Speaker speaker_1: 2405.

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

Speaker speaker_1: 406 Stone Avenue, 38930.

Speaker speaker_0: Okay. And then I have 662-897-7880?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then I have your last name, your first name, 40@yahoo.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. So let's see. You said you wanted to cancel it?

Speaker speaker_1: Yes, ma'am. 'Cause it feel like I ain't, I ain't, I'm not making nothing. Y'all taking, taking, instead of taking insurance out, I ain't even gonna ask for it.

Speaker speaker_0: Okay. Um, so I do have to let you know that it does take seven to 10 business days for any cancellations to process. So I can go ahead and cancel that. Um, but there is a possibility that you may experience one or two deductions. It shouldn't be more than two, though, if you do see two. So hopefully if you do see a deduction, it's only one. Um, but if you do see two for some reason, it shouldn't be more than two.

Speaker speaker_1: Can you tell me how much that is and taken out? Out of my check anyway?

Speaker speaker_0: It's \$47.29. It looks like it's for the VIP Standard, which is your medical plan, dental, vision, short-term disability, term life-

Speaker speaker_1: Oh.

Speaker speaker_0: ... and then the MEC. Um, but honestly, it looks like you just became active. Like just became active.

Speaker speaker_1: Say that again.

Speaker speaker_0: You just became active. Let's see.

Speaker speaker_1: Yeah.

Speaker speaker_0: Let's see when you became active. Uh, let me check real quick, sir. It looks like you just became active this week. So y- you do wanna cancel it?

Speaker speaker_1: Yes, I wanna cancel it. Mm-mm. I wanna cancel it.

Speaker speaker_0: Okay. So, um, I'm gonna go ahead and cancel it your plan just... But just like I said, keep in mind that cancellations take seven to 10 days to process. So there is the possibility that you may experience one or two deductions after the cancellation. But that has been canceled already. Um, if you do wanna enroll in the future, you would have to do it within company open enrollment, which is actually h- last day looks like it's on May the... May the 1st. But your plan has been canceled. Hello?

Speaker speaker_1: Okay. I'm, I'm in the middle of something. Okay. So I went ahead and canceled that, but like I said, the cancellations do take seven to 10 business days to process. So there is a possibility that you may experience one or two deductions after the cancellation. Um, but hopefully it's only one, like I said. But that's canceled. Okay. Thank you, ma'am.

Speaker speaker_0: Y- you're welcome. Have a nice day, sir.

Speaker speaker_1: You too.