

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you? Hey, Miss Stephanie. My name is Theresa Johnson and I have, um, an Employee and Children's, uh, Dental Plan through MegaForce. And I was calling to see how do I, could I go about canceling that? Oh, okay. I can help you with that, um, with the cancellation process. I just need the last four of your Social. 9986. Thank you. Then for security purposes, Miss Johnson, could you verify your full address as well as your date of birth? 3-1-68 2000 Bruce Mount Place, Fayetteville, North Carolina 28304. Um, you said 2000 Bruce Mount Place. What was the city and the state? Fayetteville, North Carolina 28304. Okay. And then what was your birth date? 3-1-1968. Thank you. Is your phone number still the 910-797-8217? Yes. And then I have theresa8wilson@gmail.com as your email on file? Mm-hmm. Yes. Okay. And then you said you wanted to cancel the dental plan for Employee and Child. Is that correct? Yes. Okay. I do want to advise you that cancellations take seven to 10, 10 days to process. So you may still experience one or two deductions, but it shouldn't pass two. Okay. But I went ahead and canceled that coverage. Okay? Um, I don't know if you have any more questions for me. Uh, and when would y'all have open enrollment again if I want to change... you know, want to add it back the first of the year? Let me check real quick. Let me verify when their company open enrollment is. Give me one second. Okay. Okay. Okay. Thank you for your hold. Um, so it looks like it hasn't been announced yet. Okay. Um, it's typically around the same month every year. Um, I believe. Okay. Let me make sure. But it looks like, um, their last company open enrollment was around November. Um, like I said- Okay. ... I'm not really sure, though, when it's the exact dates, though, 'cause we don't have access to that yet. It hasn't been provided yet. Okay. Um, but your company does inform their members whenever they're in their company open enrollment period. So I would probably ask the agency, um, because, um, they're, they probably would have those dates already. Um, I know- Okay. ... we don't have them dates yet, but I would ask, just to double check, just in case they do have those dates already provided. Um, because right now I was looking and we still haven't gotten them in yet. Okay. So wouldn't be able to tell you when exactly. I'm sorry. No problem. You've helped out a lot, and I thank you so much. You're welcome. I hope you have a great day. You as well. Thank you. Goodbye. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hey, Miss Stephanie. My name is Theresa Johnson and I have, um, an Employee and Children's, uh, Dental Plan through MegaForce. And I was calling to see how do I, could I go about canceling that?

Speaker speaker_0: Oh, okay. I can help you with that, um, with the cancellation process. I just need the last four of your Social.

Speaker speaker_1: 9986.

Speaker speaker_0: Thank you. Then for security purposes, Miss Johnson, could you verify your full address as well as your date of birth?

Speaker speaker_1: 3-1-68 2000 Bruce Mount Place, Fayetteville, North Carolina 28304.

Speaker speaker_0: Um, you said 2000 Bruce Mount Place. What was the city and the state?

Speaker speaker_1: Fayetteville, North Carolina 28304.

Speaker speaker_0: Okay. And then what was your birth date?

Speaker speaker_1: 3-1-1968.

Speaker speaker_0: Thank you. Is your phone number still the 910-797-8217?

Speaker speaker_1: Yes.

Speaker speaker_0: And then I have theresa8wilson@gmail.com as your email on file?

Speaker speaker_1: Mm-hmm. Yes.

Speaker speaker_0: Okay. And then you said you wanted to cancel the dental plan for Employee and Child. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I do want to advise you that cancellations take seven to 10, 10 days to process. So you may still experience one or two deductions, but it shouldn't pass two.

Speaker speaker_1: Okay.

Speaker speaker_0: But I went ahead and canceled that coverage. Okay? Um, I don't know if you have any more questions for me.

Speaker speaker_1: Uh, and when would y'all have open enrollment again if I want to change... you know, want to add it back the first of the year?

Speaker speaker_0: Let me check real quick. Let me verify when their company open enrollment is. Give me one second.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Okay. Thank you for your hold. Um, so it looks like it hasn't been announced yet.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, it's typically around the same month every year. Um, I believe.

Speaker speaker_1: Okay.

Speaker speaker_0: Let me make sure. But it looks like, um, their last company open enrollment was around November. Um, like I said-

Speaker speaker_1: Okay.

Speaker speaker_0: ... I'm not really sure, though, when it's the exact dates, though, 'cause we don't have access to that yet. It hasn't been provided yet.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, but your company does inform their members whenever they're in their company open enrollment period. So I would probably ask the agency, um, because, um, they're, they probably would have those dates already. Um, I know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... we don't have them dates yet, but I would ask, just to double check, just in case they do have those dates already provided. Um, because right now I was looking and we still haven't gotten them in yet.

Speaker speaker_1: Okay.

Speaker speaker_0: So wouldn't be able to tell you when exactly. I'm sorry.

Speaker speaker_1: No problem. You've helped out a lot, and I thank you so much.

Speaker speaker_0: You're welcome. I hope you have a great day.

Speaker speaker_1: You as well. Thank you. Goodbye.

Speaker speaker_0: Thank you.