

## **Transcript: Estefania**

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### **Full Transcript**

Thank you for calling Aplix and Card. My name is Stephanie. How can I assist you? Hi, Stephanie. My name is Ann. I'm calling from APL. I have an insured on the other line that wants to cancel their policy. Okay. If you want, you can send them over. All right. Hold on one moment. Hello, Ms. Lucas? Hey. Thank you so much for holding. I have Stephanie on the line and she'll be assisting you further, okay? Okay, thank you. You're welcome. Hey. Hello. Um, she mentioned that you wanted to cancel your coverage. Um, I just need the last four of your Social and I also need the name of your staffing agency. Okay. 6359 3rd. Okay. Thank you. Is it J-M-Y-S-H-A, Lucas? J-A-M-Y-S-H-A. Okay, thank you. For security purposes, could you verify your address and your date of birth for me? 7202 Lovejoy Drive, Wetumpka, Alabama 36092 079203. Is 334-355-4818 your phone number? Yes, ma'am. And then I have Myshalkos, uh, I think it's h... Yeah, it's your first name, last name fourteen@gmail.com. Is that up-to-date? Yeah. Marsha Lucas Fourteen. Okay. And then did you want to cancel all your coverage or did you just wanna cancel certain plans? I want to cancel the dental and the, um... I had dental and vision. I've been trying to find five places to do both of these. Mm-hmm. And find carriers and stuff, and I ain't found none, and I'm just paying for them 'cause I ain't, I still ain't seen my Bimaca or eye check-up. Okay. Um, and then did you still wanna keep your FreeRx, group accident, and then the VIP Classroom? Um, so with the FreeRx, how does that work? 'Cause I pay for my medicine. Gotcha. So it's... The FreeRx, you're paying for in membership. Um, that gives you access to over 800 of the top 90% generic drugs prescribed in the US. So you get it for a cheaper price. I know for some generic medications, um, they do provide them for free, but not for all of them. So it just really depends on the medication that you're, um, getting 'cause for some of them you would get discounts, but for some of them, you're not. So it just depends. And unfortunately, I don't have the list of the medications. And it looks like- Okay. So for FreeRx- ... for that one you're paying... Mm-hmm? How much I'm paying? How much I'm paying for that one? That one, it's \$5.99 weekly. Then you also have group accident, which is \$1.96. Your dental plan was \$4.17. Vision was \$2.15. And then your medical plan is \$19.53 for a total of \$33.80 from your paycheck weekly. Okay. I'm going... I wanna cancel all of these. Okay. And then I do have to let you know, however, that it does take seven to 10 days for any changes and cancellations to process. So due to that, there is a possibility that you may experience one or two deductions still, but it shouldn't pass two. Okay. That's fine. And then I went ahead and canceled your coverage. So that coverage has been canceled. Um, do you have any questions? No, that's it. I was just trying to make sure I go ahead and get all these canceled. Okay. Good for you. 'Cause I was paying off on that. I still ain't, you know, bought the four. Okay. Okay. Yeah. I went ahead and canceled it. Okay. Thank you. You're welcome. Have a great day. Ye-

## Conversation Format

Speaker speaker\_0: Thank you for calling Aplix and Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Hi, Stephanie. My name is Ann. I'm calling from APL. I have an insured on the other line that wants to cancel their policy.

Speaker speaker\_0: Okay. If you want, you can send them over.

Speaker speaker\_1: All right. Hold on one moment. Hello, Ms. Lucas?

Speaker speaker\_2: Hey.

Speaker speaker\_1: Thank you so much for holding. I have Stephanie on the line and she'll be assisting you further, okay?

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: You're welcome.

Speaker speaker\_0: Hey. Hello. Um, she mentioned that you wanted to cancel your coverage. Um, I just need the last four of your Social and I also need the name of your staffing agency.

Speaker speaker\_2: Okay. 6359 3rd.

Speaker speaker\_0: Okay. Thank you. Is it J-M-Y-S-H-A, Lucas?

Speaker speaker\_2: J-A-M-Y-S-H-A.

Speaker speaker\_0: Okay, thank you. For security purposes, could you verify your address and your date of birth for me?

Speaker speaker\_2: 7202 Lovejoy Drive, Wetumpka, Alabama 36092 079203.

Speaker speaker\_0: Is 334-355-4818 your phone number?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_0: And then I have Myshalkos, uh, I think it's h... Yeah, it's your first name, last name fourteen@gmail.com. Is that up-to-date?

Speaker speaker\_2: Yeah. Marsha Lucas Fourteen.

Speaker speaker\_0: Okay. And then did you want to cancel all your coverage or did you just wanna cancel certain plans?

Speaker speaker\_2: I want to cancel the dental and the, um... I had dental and vision. I've been trying to find five places to do both of these.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: And find carriers and stuff, and I ain't found none, and I'm just paying for them 'cause I ain't, I still ain't seen my Bimaca or eye check-up.

Speaker speaker\_0: Okay. Um, and then did you still wanna keep your FreeRx, group accident, and then the VIP Classroom?

Speaker speaker\_2: Um, so with the FreeRx, how does that work? 'Cause I pay for my medicine.

Speaker speaker\_0: Gotcha. So it's... The FreeRx, you're paying for in membership. Um, that gives you access to over 800 of the top 90% generic drugs prescribed in the US. So you get it for a cheaper price. I know for some generic medications, um, they do provide them for free, but not for all of them. So it just really depends on the medication that you're, um, getting 'cause for some of them you would get discounts, but for some of them, you're not. So it just depends. And unfortunately, I don't have the list of the medications. And it looks like-

Speaker speaker\_2: Okay. So for FreeRx-

Speaker speaker\_0: ... for that one you're paying... Mm-hmm?

Speaker speaker\_2: How much I'm paying? How much I'm paying for that one?

Speaker speaker\_0: That one, it's \$5.99 weekly. Then you also have group accident, which is \$1.96. Your dental plan was \$4.17. Vision was \$2.15. And then your medical plan is \$19.53 for a total of \$33.80 from your paycheck weekly.

Speaker speaker\_2: Okay. I'm going... I wanna cancel all of these.

Speaker speaker\_0: Okay. And then I do have to let you know, however, that it does take seven to 10 days for any changes and cancellations to process. So due to that, there is a possibility that you may experience one or two deductions still, but it shouldn't pass two.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_0: And then I went ahead and canceled your coverage. So that coverage has been canceled. Um, do you have any questions?

Speaker speaker\_2: No, that's it. I was just trying to make sure I go ahead and get all these canceled.

Speaker speaker\_0: Okay. Good for you.

Speaker speaker\_2: 'Cause I was paying off on that. I still ain't, you know, bought the four.

Speaker speaker\_0: Okay. Okay. Yeah. I went ahead and canceled it.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a great day.

Speaker speaker\_2: Ye-