

## **Transcript: Estefania**

**Acevedo-5939402237853696-6235864771379200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, I want to know how could I take, uh, the Benefit in Card off my, um, access 'cause I hadn't realized until, like, last week. Okay. Yeah, I can help you with that. You say you want to cancel it? Yes, ma'am. All right. What is that for, though? So we're the healthcare administrators for staff and agencies. So if you have active coverage, most likely you got auto enrolled or you signed up for healthcare benefits through your staffing agency. Um, who are you working with? Crown. Okay. And then what is the last four of your Social? 6482. Okay. So Crown does auto enroll their members into a plan, so let me see. Um, and for security purposes, I would need you to verify your address as well as your date of birth. It's 3501 Townsend Boulevard, Jacksonville, Florida 32277, January 29, 1994. So I have a different address. Did you recently move? Oh, y- you got a, a PO box? Um, if you don't remember the address that I might have, I'm not really allowed to tell you due to these being security questions. If you don't remember the address, you could always verify your full Social. Yeah, I don't remember the address. Okay, it should have been 3501 Townsend only. So it's not that one. Um, if you don't remember, you could always verify your full Social Security Number. Okay, 250936482. Okay, thank you. I have 5800 Beach Boulevard, Suite 203, Jacksonville, Florida. Um, did you want me to just leave it how it is since you're canceling it? Oh, yeah, yeah, y- yeah, yeah, you c- you, yeah, you could leave that 'cause that's the PO box. That's where I get my mail sent to 'cause I can't get my- Gotcha. ... mail sent- Okay. ... to that address. Yeah. And then I have 8644199412 as your phone number. Yes, ma'am. Is that correct? Yes, ma'am. And then I have jacedaddy904@gmail.com? Yes, ma'am. Okay. Um, and then just for the fact that the call has been recorded, you stated that you wanted to cancel your coverage? Yes, ma'am. Okay. Um, I do like to advise to you that it does take seven to 10 days for any cancellations to process. So there's a possibility that you may experience one or two deductions, but it shouldn't pass two. All right. I'm gonna go ahead and cancel that coverage. Okay, so I went ahead and canceled your coverage. Did you have any questions? No, ma'am. That's it. Thank you. 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.

Speaker speaker\_1: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_2: Yes, I want to know how could I take, uh, the Benefit in Card off my, um, access 'cause I hadn't realized until, like, last week.

Speaker speaker\_1: Okay. Yeah, I can help you with that. You say you want to cancel it?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right.

Speaker speaker\_2: What is that for, though?

Speaker speaker\_1: So we're the healthcare administrators for staff and agencies. So if you have active coverage, most likely you got auto enrolled or you signed up for healthcare benefits through your staffing agency. Um, who are you working with?

Speaker speaker\_2: Crown.

Speaker speaker\_1: Okay. And then what is the last four of your Social?

Speaker speaker\_2: 6482.

Speaker speaker\_1: Okay. So Crown does auto enroll their members into a plan, so let me see. Um, and for security purposes, I would need you to verify your address as well as your date of birth.

Speaker speaker\_2: It's 3501 Townsend Boulevard, Jacksonville, Florida 32277, January 29, 1994.

Speaker speaker\_1: So I have a different address. Did you recently move?

Speaker speaker\_2: Oh, y- you got a, a PO box?

Speaker speaker\_1: Um, if you don't remember the address that I might have, I'm not really allowed to tell you due to these being security questions. If you don't remember the address, you could always verify your full Social.

Speaker speaker\_2: Yeah, I don't remember the address. Okay, it should have been 3501 Townsend only.

Speaker speaker\_1: So it's not that one. Um, if you don't remember, you could always verify your full Social Security Number.

Speaker speaker\_2: Okay, 250936482.

Speaker speaker\_1: Okay, thank you. I have 5800 Beach Boulevard, Suite 203, Jacksonville, Florida. Um, did you want me to just leave it how it is since you're canceling it?

Speaker speaker\_2: Oh, yeah, yeah, y- yeah, yeah, you c- you, yeah, you could leave that 'cause that's the PO box. That's where I get my mail sent to 'cause I can't get my-

Speaker speaker\_1: Gotcha.

Speaker speaker\_2: ... mail sent-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... to that address. Yeah.

Speaker speaker\_1: And then I have 8644199412 as your phone number.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Is that correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And then I have jacedaddy904@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, and then just for the fact that the call has been recorded, you stated that you wanted to cancel your coverage?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Okay. Um, I do like to advise to you that it does take seven to 10 days for any cancellations to process. So there's a possibility that you may experience one or two deductions, but it shouldn't pass two.

Speaker speaker\_2: All right.

Speaker speaker\_1: I'm gonna go ahead and cancel that coverage. Okay, so I went ahead and canceled your coverage. Did you have any questions?

Speaker speaker\_2: No, ma'am. That's it. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day, sir.

Speaker speaker\_2: You too.