

Transcript: Francesca

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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 Francesca. How can I assist you today? Hey, Francesca. This is Anna calling from APL. Um, I have a insured on the other line that wants to cancel their policy. All right. So I need to get that information for the account from them due to the line being recorded. You can transfer them if you like, Anna. Okay. Hold on one moment. Of course. Hello, Mr. Carrington? Hello, Mr. Carrington? Yeah, my bad. Sorry. Francesca? Yes, ma'am? All right. I have Francesca on the line and she'll be assisting you further, okay? All right. Appreciate it. You're welcome. Good afternoon, Mr. Carrington. Anna tells me you're looking to cancel your current c- um, policy with your carriers? Right. 'Cause I mean, I can't get my medication and stuff. So it's, it's like, it's not beneficiary to me. Like, I, I, I can't do anything with this. Like, she said I couldn't get... It's not a medication. It's like if you in the hospital, if the... if you getting MRIs and, you know, stuff like that. I don't need all that. I thought it was like, I can go get my prescription and, you know. But it don't, it don't cover stuff like that. So this is- I, I need something like Blue Cross and Blue Shield is... You said what now? What staffing company do you work with? I work with MAU. What is the last four of your social? 0755. For security purposes, please verify your mailing address and date of birth. 105 European Cross Way, Simpsonville, South Carolina 29680. Birthday, 3/30/80. I mean 3/30/80. I have the best phone number, 864-484-4926. What? What? What? What? email.com, 9... 9... 9... And I have the email down as number 9cca29 at gmail.com. Yeah. And for the purpose of the line being recorded, you say that you would like to cancel your current benefits, correct? Correct. All right. Well, we just- So just... Yesterday, I added my spouse and I just want to make sure that both of them will be canceled. Understood. And you're canceling all of the plans in general- I'm just adding her yesterday. ... that you have from that policy. Correct? Yes, everything. All right. I went ahead and put in the request. Please keep in mind, cancellation takes seven to 10 business days to process through. So you may experience one to two more deductions while your cancellation is being finalized. Okay. So how much would they be deducting because she's... I just added her yesterday. So the addition to your spouse into the policy was still pending. The policy that needs to be canceled is the one where it is you yourself. So it has been stopped for the pending enrollment to add your spouse to it. Okay, so- And I went ahead and canceled the one where you... So those two part- Okay, so she wasn't there. Go ahead, sir. So they won't charge me for her even being on it, correct? Because it was pending. No, sir. She was never on it. It was still pending. All right, cool. All right. That's fine. Okay. So I will turn to say, sir, is those two deductions- Will I get a letter or something in the mail? Sir, could I possibly provide you all of the information without you interrupting me, please? So I was trying to answer the previous question that you asked in regards to how much it will be, that one to two month deductions. It will be \$44.76 per

paycheck that you will be experiencing. So those are two possible deductions of that 44.76, due to the fact that the only policy that was active was the one where you were on. So the one where we were adding your spouse was still pending, that was just stopped. So it won't affect the deduction. It will just be that 44.76. As far as whether or not you get anything in the mail, you do not, sir. These are PPO limited plans, that's the reason why they're not like Blue Cross Blue Shield. Because Blue Cross Blue Shield is actually a major medical insurance. In the event that you would like some type of documentation that you have requested a cancellation, I can request for them to send you a cancellation confirmation, which will take 24 to 48 hours to get to you. Business hours. Are you done? Yes, sir. Thank you. All right.

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 Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Hey, Francesca. This is Anna calling from APL. Um, I have a insured on the other line that wants to cancel their policy.

Speaker speaker_1: All right. So I need to get that information for the account from them due to the line being recorded. You can transfer them if you like, Anna.

Speaker speaker_2: Okay. Hold on one moment.

Speaker speaker_1: Of course.

Speaker speaker_2: Hello, Mr. Carrington? Hello, Mr. Carrington?

Speaker speaker_3: Yeah, my bad. Sorry.

Speaker speaker_2: Francesca?

Speaker speaker_1: Yes, ma'am?

Speaker speaker_2: All right. I have Francesca on the line and she'll be assisting you further, okay?

Speaker speaker_3: All right. Appreciate it.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Good afternoon, Mr. Carrington. Anna tells me you're looking to cancel your current c- um, policy with your carriers?

Speaker speaker_3: Right. 'Cause I mean, I can't get my medication and stuff. So it's, it's like, it's not beneficiary to me. Like, I, I, I can't do anything with this. Like, she said I couldn't get... It's not a medication. It's like if you in the hospital, if the... if you getting MRIs and, you know, stuff like that. I don't need all that. I thought it was like, I can go get my prescription and, you know. But it don't, it don't cover stuff like that. So this is- I, I need something like Blue Cross

and Blue Shield is... You said what now?

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_3: I work with MAU.

Speaker speaker_1: What is the last four of your social?

Speaker speaker_3: 0755.

Speaker speaker_1: For security purposes, please verify your mailing address and date of birth.

Speaker speaker_3: 105 European Cross Way, Simpsonville, South Carolina 29680. Birthday, 3/30/80. I mean 3/30/80.

Speaker speaker_1: I have the best phone number, 864-484-4926.

Speaker speaker_3: What? What? What? What? email.com, 9... 9... 9...

Speaker speaker_1: And I have the email down as number 9cca29 at gmail.com.

Speaker speaker_3: Yeah.

Speaker speaker_1: And for the purpose of the line being recorded, you say that you would like to cancel your current benefits, correct?

Speaker speaker_3: Correct.

Speaker speaker_1: All right. Well, we just-

Speaker speaker_3: So just... Yesterday, I added my spouse and I just want to make sure that both of them will be canceled.

Speaker speaker_1: Understood. And you're canceling all of the plans in general-

Speaker speaker_3: I'm just adding her yesterday.

Speaker speaker_1: ... that you have from that policy. Correct?

Speaker speaker_3: Yes, everything.

Speaker speaker_1: All right. I went ahead and put in the request. Please keep in mind, cancellation takes seven to 10 business days to process through. So you may experience one to two more deductions while your cancellation is being finalized.

Speaker speaker_3: Okay. So how much would they be deducting because she's... I just added her yesterday.

Speaker speaker_1: So the addition to your spouse into the policy was still pending. The policy that needs to be canceled is the one where it is you yourself. So it has been stopped for the pending enrollment to add your spouse to it.

Speaker speaker_3: Okay, so-

Speaker speaker_1: And I went ahead and canceled the one where you... So those two part-

Speaker speaker_3: Okay, so she wasn't there.

Speaker speaker_1: Go ahead, sir.

Speaker speaker_3: So they won't charge me for her even being on it, correct? Because it was pending.

Speaker speaker_1: No, sir. She was never on it. It was still pending.

Speaker speaker_3: All right, cool. All right. That's fine.

Speaker speaker_1: Okay. So I will turn to say, sir, is those two deductions-

Speaker speaker_3: Will I get a letter or something in the mail?

Speaker speaker_1: Sir, could I possibly provide you all of the information without you interrupting me, please? So I was trying to answer the previous question that you asked in regards to how much it will be, that one to two month deductions. It will be \$44.76 per paycheck that you will be experiencing. So those are two possible deductions of that 44.76, due to the fact that the only policy that was active was the one where you were on. So the one where we were adding your spouse was still pending, that was just stopped. So it won't affect the deduction. It will just be that 44.76. As far as whether or not you get anything in the mail, you do not, sir. These are PPO limited plans, that's the reason why they're not like Blue Cross Blue Shield. Because Blue Cross Blue Shield is actually a major medical insurance. In the event that you would like some type of documentation that you have requested a cancellation, I can request for them to send you a cancellation confirmation, which will take 24 to 48 hours to get to you. Business hours.

Speaker speaker_3: Are you done?

Speaker speaker_1: Yes, sir. Thank you.

Speaker speaker_3: All right.