

Transcript: Francesca

Baez-6358502770130944-6180266308190208

Full Transcript

Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, so, um, I work for DTC, um, and I had filled out the forms for you, uh, when I first, you know, the first week I got hired, like, on the orientation, which was a Friday. And then Monday, I went back in, and I filled out forms because I- I didn't want any medical coverage, but, um, I was still charged for the medical coverage. Okay, I'll have to take a look at the account and ask for your social. Uh, 0972. And your last name? Diaz. Can you verify your mailing address and date of birth to make sure I have the right account in front of me? 2628 Chess Avenue, Parsons, Kansas, 67357. And my date of birth is 08-30-83. We have best contact down as 541-340-9238. Yes. And we have the email down as diaz.silvino@yahoo.com? Yes. Okay, so I see what happened. So specifically, the issue with the current account will be the fact that on April 7th, we received the first online enrollment petition. Okay. And then April 15 was when we received the cancellation request. So by that time, the policy itself had already been processed. Cancellations do take seven to 10 business days to process, so you might experience one or two more deductions from the 15th, which was last week. So that might be why you're currently seeing that deduction of the \$70.44 for the policy. Okay, but I don't want insurance so... Because I- I already have insurance. Okay, um, Mr. Diaz, I'm not sure if I miscommunicated the information to you. Your policy is currently being processed for cancellation, sir. Okay. We did not receive the cancellation request till April 15th. So by the time that we received it, the policy was already processed into the system. That's the reason why you will still be deducted while your cancellation is being processed. I'm not saying that you're going to keep having, uh, benefits. I'm saying that during the request of your cancellation, you will see one or two deductions being taken from your paycheck. But I don't get that money back, though. So, like, it's... No, sir, because you submitted an enrollment request online. I understand that you want to head back online and fix it through the cancellation. But by the time that we receive it, your first request for enrollment had already been processed. Okay, oh, well, fine, whatever. Thank you. You're welcome. I apologize for not being able to provide more pleasing answers. I hope you have a wonderful rest of your day. You too. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_1: Yes, so, um, I work for DTC, um, and I had filled out the forms for you, uh, when I first, you know, the first week I got hired, like, on the orientation, which was a Friday. And then Monday, I went back in, and I filled out forms because I- I didn't want any medical coverage, but, um, I was still charged for the medical coverage.

Speaker speaker_0: Okay, I'll have to take a look at the account and ask for your social.

Speaker speaker_1: Uh, 0972.

Speaker speaker_0: And your last name?

Speaker speaker_1: Diaz.

Speaker speaker_0: Can you verify your mailing address and date of birth to make sure I have the right account in front of me?

Speaker speaker_1: 2628 Chess Avenue, Parsons, Kansas, 67357. And my date of birth is 08-30-83.

Speaker speaker_0: We have best contact down as 541-340-9238.

Speaker speaker_1: Yes.

Speaker speaker_0: And we have the email down as diaz.silvino@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so I see what happened. So specifically, the issue with the current account will be the fact that on April 7th, we received the first online enrollment petition.

Speaker speaker_1: Okay.

Speaker speaker_0: And then April 15 was when we received the cancellation request. So by that time, the policy itself had already been processed. Cancellations do take seven to 10 business days to process, so you might experience one or two more deductions from the 15th, which was last week. So that might be why you're currently seeing that deduction of the \$70.44 for the policy.

Speaker speaker_1: Okay, but I don't want insurance so... Because I- I already have insurance.

Speaker speaker_0: Okay, um, Mr. Diaz, I'm not sure if I miscommunicated the information to you. Your policy is currently being processed for cancellation, sir.

Speaker speaker_1: Okay.

Speaker speaker_0: We did not receive the cancellation request till April 15th. So by the time that we received it, the policy was already processed into the system. That's the reason why you will still be deducted while your cancellation is being processed. I'm not saying that you're going to keep having, uh, benefits. I'm saying that during the request of your cancellation, you will see one or two deductions being taken from your paycheck.

Speaker speaker_1: But I don't get that money back, though. So, like, it's...

Speaker speaker_0: No, sir, because you submitted an enrollment request online. I understand that you want to head back online and fix it through the cancellation. But by the time that we receive it, your first request for enrollment had already been processed.

Speaker speaker_1: Okay, oh, well, fine, whatever. Thank you.

Speaker speaker_0: You're welcome. I apologize for not being able to provide more pleasing answers. I hope you have a wonderful rest of your day.

Speaker speaker_1: You too. Bye.