

Transcript: Justin

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Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hey, Justin. My name is Chadwick Holder and I'm an employee through MAU Workforce for Michelin. Mm-hmm. And I have insurance through you guys, and I was just wanting to find out how to cancel my coverage 'cause my wife is getting insurance through her job. She's got state benefits. Okay, so MAU. And what's the last four of your Social? 0636. And for security purposes, could you verify your home address, including city, state and zip code, Chadwick? It is 200 Country Club Lane, Anderson, South Carolina, Apartment C21. 29625 is the ZIP code. And your date of birth? 7/25/88. And a good telephone number I have is 221-9650? Correct. And the email I have is seeholder371 at gmail? Correct. Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. Okay. So it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Chadwick? Okay. Now, I'm still gonna keep my, um, I'm- I'm just wanting to cancel my health insurance. Now, I still want to keep my accidental and my, um, life insurance. Okay. As well as the critical illness and group accident, or cancel both of those as well? He wants to keep those. Yeah, I'll keep those. I just want to cancel the health insurance. Okay. So let me go ahead and do that. So your current deductions right now with everything was \$69.20. However, dropping the medical plan would make your new total deductions \$14.95 per week. Do you authorize MAU to make that deduction- That's fine. ... for you? Yes. Okay. So let me go ahead and save that. Um, so this pending enrollment will take one to two weeks to go through. And then whenever you witness that first deduction of the \$14.95 come off your paycheck, that's how you know the medical plan was dropped from the coverage. Okay? All right, thank you so much. You're welcome. You have a great weekend, all right? Yes. All right, bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker_1: Hey, Justin. My name is Chadwick Holder and I'm an employee through MAU Workforce for Michelin.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I have insurance through you guys, and I was just wanting to find out how to cancel my coverage 'cause my wife is getting insurance through her job. She's got

state benefits.

Speaker speaker_0: Okay, so MAU. And what's the last four of your Social?

Speaker speaker_1: 0636.

Speaker speaker_0: And for security purposes, could you verify your home address, including city, state and zip code, Chadwick?

Speaker speaker_1: It is 200 Country Club Lane, Anderson, South Carolina, Apartment C21. 29625 is the ZIP code.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 7/25/88.

Speaker speaker_0: And a good telephone number I have is 221-9650?

Speaker speaker_1: Correct.

Speaker speaker_0: And the email I have is seeholder371 at gmail?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through.

Speaker speaker_1: Okay.

Speaker speaker_0: So it is possible for you to experience one or two more final payroll deductions. But after that, you should be officially canceled. Okay, Chadwick?

Speaker speaker_1: Okay. Now, I'm still gonna keep my, um, I'm- I'm just wanting to cancel my health insurance. Now, I still want to keep my accidental and my, um, life insurance.

Speaker speaker_0: Okay. As well as the critical illness and group accident, or cancel both of those as well?

Speaker speaker_2: He wants to keep those.

Speaker speaker_1: Yeah, I'll keep those. I just want to cancel the health insurance.

Speaker speaker_0: Okay. So let me go ahead and do that. So your current deductions right now with everything was \$69.20. However, dropping the medical plan would make your new total deductions \$14.95 per week. Do you authorize MAU to make that deduction-

Speaker speaker_1: That's fine.

Speaker speaker_0: ... for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So let me go ahead and save that. Um, so this pending enrollment will take one to two weeks to go through. And then whenever you witness that first deduction

of the \$14.95 come off your paycheck, that's how you know the medical plan was dropped from the coverage. Okay?

Speaker speaker_1: All right, thank you so much.

Speaker speaker_0: You're welcome. You have a great weekend, all right?

Speaker speaker_1: Yes. All right, bye-bye.

Speaker speaker_0: Bye-bye.