

Transcript: Justin

Mills-5904372453031936-6346267813691392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Justin. How can I help you today? Hi, Justin. This is Dora Simmons. I work with AutoZone and I was told that- I'm just gonna ask somebody to talk sometimes. ... um, I am on a list of, with insurance, with some money being taken out of my check to go towards insurance. And I was just wondering if I could cancel that. Yeah. Um, what's that staffing agency you work for? It's, um, WorkSmart. And the last four of your social? 2683. And what was your last name, Dora? Simmons. Okay. And for security purposes, could you verify the home address, including city, state and zip code? It's 1258 Greater Hope Road, Martin, Georgia 30557. And confirm your date of birth. 07/25/1988. And a good telephone number have is 864-540-3504. Uh, yes. That's an old number. I- I just got my number changed a few days ago. Can you update that? Yeah. What's a good telephone number for you? It's 706-599-1365. And just to confirm, 706-599-1365? That's correct. And the email I have is simmonssdora533@gmail? Yes. Okay, so let's see here. So looking at the file, it looks like WorkSmart actually auto enrolled you into the MEC standalone. However, I'll go ahead and cancel that coverage for you. But 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 reductions, but after that you should be officially canceled. Okay, Dora? Thank you so much. You're welcome. Is there anything else I can help you out with today? Um, I think that's all. Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day, okay? You too. Bye-bye. Okay. Bye-bye.

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, this is Justin. How can I help you today?

Speaker speaker_2: Hi, Justin. This is Dora Simmons. I work with AutoZone and I was told that-

Speaker speaker_1: I'm just gonna ask somebody to talk sometimes.

Speaker speaker_2: ... um, I am on a list of, with insurance, with some money being taken out of my check to go towards insurance. And I was just wondering if I could cancel that.

Speaker speaker_1: Yeah. Um, what's that staffing agency you work for?

Speaker speaker_2: It's, um, WorkSmart.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 2683.

Speaker speaker_1: And what was your last name, Dora?

Speaker speaker_2: Simmons.

Speaker speaker_1: Okay. And for security purposes, could you verify the home address, including city, state and zip code?

Speaker speaker_2: It's 1258 Greater Hope Road, Martin, Georgia 30557.

Speaker speaker_1: And confirm your date of birth.

Speaker speaker_2: 07/25/1988.

Speaker speaker_1: And a good telephone number have is 864-540-3504.

Speaker speaker_2: Uh, yes. That's an old number. I- I just got my number changed a few days ago. Can you update that?

Speaker speaker_1: Yeah. What's a good telephone number for you?

Speaker speaker_2: It's 706-599-1365.

Speaker speaker_1: And just to confirm, 706-599-1365?

Speaker speaker_2: That's correct.

Speaker speaker_1: And the email I have is simmonssdora533@gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so let's see here. So looking at the file, it looks like WorkSmart actually auto enrolled you into the MEC standalone. However, I'll go ahead and cancel that coverage for you. But I do want to let you know, cancellations do take one to two weeks to go through.

Speaker speaker_2: Okay.

Speaker speaker_1: So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Dora?

Speaker speaker_2: Thank you so much.

Speaker speaker_1: You're welcome. Is there anything else I can help you out with today?

Speaker speaker_2: Um, I think that's all.

Speaker speaker_1: Awesome. Well, thank you for calling Benefits in a Card and hope you have a wonderful day, okay?

Speaker speaker_2: You too. Bye-bye.

Speaker speaker_1: Okay. Bye-bye.