

Transcript: Justin

Mills-5992938152443904-5415530768678912

Full Transcript

Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yeah. I got, um, a ca- a card and a letter in the mail saying I have this and I do not want this. Okay. What's the staffing agency you work for? Uh, Crown. Okay. Well, I do know that Crown Services auto enrolls their new hires into their medical plan, so that's probably why you received that ID card. However, what's- Uh-huh. ... the last four of your Social? 7140. And your first and last name? Kimberly Anders. And for security purposes, can you verify your home address, including city, state and zip code, Kimberly? Yeah. Um, it should be 816 Lyndon Avenue, Washington Courthouse, Ohio 4314- 43160. And your date of birth? 04/08/80. And a good telephone number have a 740-956-7554. Yeah. And the email I have is kim43142iclub? Yeah. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So it is possible- Mm-hmm. ... for you to experience one or two final payroll deductions. But after that you should be officially canceled. Okay, Kimberly? Yeah. A- are they gonna put the money back in that they took out? Um, unfortunately reimbursement isn't possible since you were auto enrolled into the medical plan. Cancellations take one to two weeks to go through, unfortunately. All right. Is there anything else I could assist you with today? No, that's it. Well, you have a wonderful day, all right?

Conversation Format

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

Speaker speaker_1: Yeah. I got, um, a ca- a card and a letter in the mail saying I have this and I do not want this.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Uh, Crown.

Speaker speaker_0: Okay. Well, I do know that Crown Services auto enrolls their new hires into their medical plan, so that's probably why you received that ID card. However, what's-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... the last four of your Social?

Speaker speaker_1: 7140.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Kimberly Anders.

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

Speaker speaker_1: Yeah. Um, it should be 816 Lyndon Avenue, Washington Courthouse, Ohio 4314- 43160.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 04/08/80.

Speaker speaker_0: And a good telephone number have a 740-956-7554.

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email I have is kim43142iclub?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do wanna let you know cancellations do take one to two weeks to go through. So it is possible-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... for you to experience one or two final payroll deductions. But after that you should be officially canceled. Okay, Kimberly?

Speaker speaker_1: Yeah. A- are they gonna put the money back in that they took out?

Speaker speaker_0: Um, unfortunately reimbursement isn't possible since you were auto enrolled into the medical plan. Cancellations take one to two weeks to go through, unfortunately.

Speaker speaker_1: All right.

Speaker speaker_0: Is there anything else I could assist you with today?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Well, you have a wonderful day, all right?