

Transcript: Justin

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. This is Justin. How can I help you today? Hey. I was calling to see if I can cancel my benefits card. Yeah, let me check on that. What's that staffing agency you work for? Yes, BGSS. And the last four of your social? 4177. And what was your first and last name? Atera Ogwen. And for security purposes, can you verify your home address including city, state and zip code? Yes. 905 Hic- Hickock Drive, 76542 Community Services. And your date of birth? May 27, 2003. And a good telephone number have is 843-303-3544. Yes. And the email I have is atera o- uh, your last name at Gmail? Sorry. Yes. Yes. Okay, so let's see here. Just to confirm, you wanted to cancel everything like the dental, vision and the medical plans? Yes. Okay. Um, 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. So it is possible for you to experience one or two more final payroll reductions, but after that you should be officially canceled. Okay, Atera? Gotcha. And was I ever ch-... D- I don't know if you can see if I, if I was ever... 'cause I just got s- I just got there. Um, yeah, so the only deduction that I'm seeing is for the week of the 23rd through the 29th, or yeah, the week of the 23rd for you to become active on the 30th. Um, so this or no, so today what or December 30th. So let's see. So this past, I would say last Monday was your first day of active coverage. Um, but since I canceled the coverage, you'll have cancellations, take one to two weeks so you might experience one or two more deductions. Okay? Gotcha. Um, so w- that, that doesn't come out of my... Does that come out of my bank account because I think someone else told me it comes out of the check that I get. The paychecks, yes, ma'am. Yeah, but I don't get weekly checks, so it just comes out of my bank account? Like I don't work for BGSS anymore. Um, well if you're not working with them anymore or receiving paychecks, th- it shouldn't matter. Um, the... All we do know is that- Oh, okay. ... cancellations do take one to two weeks. So we always have to say, "You may experience one or two more deductions." Gotcha. Okay. Gotcha. Okay, that was everything. Is there anything else I can help you with today? That's it. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. Bye-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 Center Card. This is Justin. How can I help you today?

Speaker speaker_2: Hey. I was calling to see if I can cancel my benefits card.

Speaker speaker_1: Yeah, let me check on that. What's that staffing agency you work for?

Speaker speaker_2: Yes, BGSS.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4177.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Atera Ogwen.

Speaker speaker_1: And for security purposes, can you verify your home address including city, state and zip code?

Speaker speaker_2: Yes. 905 Hic- Hickock Drive, 76542 Community Services.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: May 27, 2003.

Speaker speaker_1: And a good telephone number have is 843-303-3544.

Speaker speaker_2: Yes.

Speaker speaker_1: And the email I have is atera o- uh, your last name at Gmail? Sorry.

Speaker speaker_2: Yes. Yes.

Speaker speaker_1: Okay, so let's see here. Just to confirm, you wanted to cancel everything like the dental, vision and the medical plans?

Speaker speaker_2: Yes.

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

Speaker speaker_2: Gotcha. And was I ever ch-... D- I don't know if you can see if I, if I was ever... 'cause I just got s- I just got there.

Speaker speaker_1: Um, yeah, so the only deduction that I'm seeing is for the week of the 23rd through the 29th, or yeah, the week of the 23rd for you to become active on the 30th. Um, so this or no, so today what or December 30th. So let's see. So this past, I would say last Monday was your first day of active coverage. Um, but since I canceled the coverage, you'll have cancellations, take one to two weeks so you might experience one or two more deductions. Okay?

Speaker speaker_2: Gotcha. Um, so w- that, that doesn't come out of my... Does that come out of my bank account because I think someone else told me it comes out of the check that I get.

Speaker speaker_1: The paychecks, yes, ma'am.

Speaker speaker_2: Yeah, but I don't get weekly checks, so it just comes out of my bank account? Like I don't work for BGSS anymore.

Speaker speaker_1: Um, well if you're not working with them anymore or receiving paychecks, th- it shouldn't matter. Um, the... All we do know is that-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... cancellations do take one to two weeks. So we always have to say, "You may experience one or two more deductions."

Speaker speaker_2: Gotcha. Okay. Gotcha. Okay, that was everything.

Speaker speaker_1: Is there anything else I can help you with today?

Speaker speaker_2: That's it.

Speaker speaker_1: Awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.