

Transcript: Justin

Mills-6188623243198464-5401068713230336

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... How can I help you today? Um, yes, my name is Tanisha X. And I was calling because I work with Wagner. And I was trying to log into my account, but I can't log in 'cause I'm trying to de- um, decline the health coverage. If they're out of place. Okay. Um, I can try pulling your file over the phone. So you stated Wagner Services? Yes, sir. And what's the last four of your social? Um, five, one, six, nine. And what was your last name, Tanisha? Tanisha X. with the H uhm. So, Tanisha, okay. And for security purposes, could you verify the address on file, including city, state and zip code? Uh, it says 521 Menard Road, Leborne, Georgia. Well, it's a PO Box 13794. I have the PO box on file. City, state and zip code? Okay. Yeah, PO Box 13794 Macon, Georgia 31208. Okay. And confirm your date of birth? 12/28/95. And a good telephone number have you 478-444-8447? That's correct. And the email I have is tanishaxm@gmail? @com, yes, sir. Okay, so let's see here. Uh, now looking at the file, it looks like you have employee plus child coverage. Did you wanna keep that or did you want to cancel that? Um, you said the payment right now? So you have the free RX, intal, vision, group accident, the MBC which is a medical plan and behavioral health are all for employee plus child. Did you want to keep that or did you want to cancel that? I wanted to cancel that. Okay. So let's see here. So I'll go ahead and cancel that coverage for you. However, I do want to let you know that cancellations do take one to two weeks to go through. So it is possible for you to experience one or two final payroll deductions, but after that you should be officially canceled. Okay, Tanisha? Okay. Um, but other than that, is there anything else I can help you out with today? No, sir. No would be great. Awesome. Well, thank you for calling Benefits ... Card and I hope you have a wonderful day. Okay? Yes, sir. You too. Bye-bye. Thank you. 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 ... How can I help you today?

Speaker speaker_2: Um, yes, my name is Tanisha X. And I was calling because I work with Wagner. And I was trying to log into my account, but I can't log in 'cause I'm trying to de- um, decline the health coverage. If they're out of place.

Speaker speaker_1: Okay. Um, I can try pulling your file over the phone. So you stated Wagner Services?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: And what's the last four of your social?

Speaker speaker_2: Um, five, one, six, nine.

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

Speaker speaker_2: Tanisha X. with the H uhm.

Speaker speaker_1: So, Tanisha, okay. And for security purposes, could you verify the address on file, including city, state and zip code?

Speaker speaker_2: Uh, it says 521 Menard Road, Leborne, Georgia. Well, it's a PO Box 13794.

Speaker speaker_1: I have the PO box on file. City, state and zip code?

Speaker speaker_2: Okay. Yeah, PO Box 13794 Macon, Georgia 31208.

Speaker speaker_1: Okay. And confirm your date of birth?

Speaker speaker_2: 12/28/95.

Speaker speaker_1: And a good telephone number have you 478-444-8447?

Speaker speaker_2: That's correct.

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

Speaker speaker_2: @com, yes, sir.

Speaker speaker_1: Okay, so let's see here. Uh, now looking at the file, it looks like you have employee plus child coverage. Did you wanna keep that or did you want to cancel that?

Speaker speaker_2: Um, you said the payment right now?

Speaker speaker_1: So you have the free RX, intal, vision, group accident, the MBC which is a medical plan and behavioral health are all for employee plus child. Did you want to keep that or did you want to cancel that?

Speaker speaker_2: I wanted to cancel that.

Speaker speaker_1: Okay. So let's see here. So I'll go ahead and cancel that coverage for you. However, I do want to let you know that cancellations do take one to two weeks to go through. So it is possible for you to experience one or two final payroll deductions, but after that you should be officially canceled. Okay, Tanisha?

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but other than that, is there anything else I can help you out with today?

Speaker speaker_2: No, sir. No would be great.

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

Speaker speaker_2: Yes, sir. You too. Bye-bye.

Speaker speaker_1: Thank you. Bye-bye.