

## **Transcript: Justin**

**Mills-6489883576811520-6425093525389312**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Hi. Yes. I want to cancel my benefits. Um, I really don't use 'em. So, uh, how do I go about that? Yeah. Let me check on that for you. Um, what's that staffing agency you work for? ATC. It's in Chicago, Illinois, or yeah, Illinois. And the last four of your Social? 7911. And what was your first and last name? Latasha Temple. And for security purposes, could you verify your home address, including city, state and ZIP code, Latasha? Mm-hmm. 4547 South Michigan Avenue, Chicago, Illinois 60653. And confirm your date of birth? 5/25/'89. And a good telephone number have a 773-577-4467. Uh-huh. And the email has latashtemple@gmail.com? Yep. Okay, so let's see here. All right. So looking at the file, looks like I'm able to drop the dental, short-term disability, term life and vision. However, when it comes to medical, I wouldn't be able to drop that unless you- Mm-hmm. ... experienced a qualified life event or if you were in- Okay. ... ATC's next open enrollment period, since that medical plan is technically Section 125. Okay. Okay. Okay. Um, okay. Would you want to drop everything except the medical plan? Sure. Yeah. That's fine. Let's see here. So your current deductions right now with everything was \$58.47 per week. However, dropping the, uh, dental, short-term disability, the term life, the vision and the eye D experts would make your new total deductions \$43.41 per week. Okay. That's fine. Okay. Do you authorize ATC Healthcare to make that deduction for you? Yes. Okay. Let me go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness- Okay. ... that first deduction of the \$43.41 come off your paycheck, that's how you know everything was dropped other than the medical coverage. Um, but other than that, is there anything else I could assist you with today? No, that's all. Awesome. Well, you have a wonderful day, okay? Thank you. You too. Thank you. Bye-bye. Okay. Uh, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. Yes. I want to cancel my benefits. Um, I really don't use 'em. So, uh, how do I go about that?

Speaker speaker\_0: Yeah. Let me check on that for you. Um, what's that staffing agency you work for?

Speaker speaker\_1: ATC. It's in Chicago, Illinois, or yeah, Illinois.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 7911.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Latasha Temple.

Speaker speaker\_0: And for security purposes, could you verify your home address, including city, state and ZIP code, Latasha?

Speaker speaker\_1: Mm-hmm. 4547 South Michigan Avenue, Chicago, Illinois 60653.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 5/25/'89.

Speaker speaker\_0: And a good telephone number have a 773-577-4467.

Speaker speaker\_1: Uh-huh.

Speaker speaker\_0: And the email has latashtemple@gmail.com?

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay, so let's see here.

Speaker speaker\_1: All right.

Speaker speaker\_0: So looking at the file, looks like I'm able to drop the dental, short-term disability, term life and vision. However, when it comes to medical, I wouldn't be able to drop that unless you-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... experienced a qualified life event or if you were in-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... ATC's next open enrollment period, since that medical plan is technically Section 125.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, okay. Would you want to drop everything except the medical plan?

Speaker speaker\_1: Sure. Yeah. That's fine.

Speaker speaker\_0: Let's see here. So your current deductions right now with everything was \$58.47 per week. However, dropping the, uh, dental, short-term disability, the term life, the

vision and the eye D experts would make your new total deductions \$43.41 per week.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: Okay. Do you authorize ATC Healthcare to make that deduction for you?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Let me go ahead and save that. Now, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... that first deduction of the \$43.41 come off your paycheck, that's how you know everything was dropped other than the medical coverage. Um, but other than that, is there anything else I could assist you with today?

Speaker speaker\_1: No, that's all.

Speaker speaker\_0: Awesome. Well, you have a wonderful day, okay?

Speaker speaker\_1: Thank you. You too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Okay. Uh, bye-bye.