

## Transcript: Justin

**Mills-6655141812551680-4610889796468736**

### Full Transcript

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Yes, um, hi. This is Natalie Merrill, and I need to stop my medical coverage because I have full medical coverage. Okay. What's the staffing agency you work for? Oxford. Oxford Global Consultants. And we'll ask for your social. 1387. And for security purposes, can you verify your home address, including city, state and zip code, Natalie? 11250 Borgan Loop, Gig Harbor 98332. And confirm your date of birth. Uh, 10/22/63. And a good telephone number I have is 253-514-5421. Correct. And the email I have is natalie.merrill@outlook.com. Mm, correct. Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know- Well, thank you. ... cancellations do take one to two weeks to go through. So it is possible- Yeah. ... for you to experience one or two more final payroll reductions. But after that, you should be- Well- ... officially canceled. Okay, Natalie? Well, what I'm saying is I want to make sure that you're canceling just the \$60 component or whatever the price is for the medical, 'cause I still need the dental and vision. Okay. So you just wanted to drop medical, correct? Yeah. But I am kind of surprised that you hang on two, uh, two more weeks with that 'cause they make it extremely hard to get the, the phone number too. So, um... Okay, so dropping the MEC and keeping vision, term life and dental for employee plus child will make your new total deduction \$17.11 per week. Okay? Oh, that's very nice. Okay. Thank you. You're welcome. So there is that one to two-week, uh, change. So you will experience that- Okay. ... \$33.22 deduction for one to two weeks. And then once you've witnessed that \$17 deduction, that's how you know the medical was dropped from the coverage. Okay? Okay. Okay. Well, is there anything else I can assist you with today? No, that's okay. Thank you. You're welcome. Yep, great. You're welcome. Have a great day, okay? You too. Bye.

### Conversation Format

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

Speaker speaker\_1: Yes, um, hi. This is Natalie Merrill, and I need to stop my medical coverage because I have full medical coverage.

Speaker speaker\_0: Okay. What's the staffing agency you work for?

Speaker speaker\_1: Oxford. Oxford Global Consultants.

Speaker speaker\_0: And we'll ask for your social.

Speaker speaker\_1: 1387.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Natalie?

Speaker speaker\_1: 11250 Borgan Loop, Gig Harbor 98332.

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

Speaker speaker\_1: Uh, 10/22/63.

Speaker speaker\_0: And a good telephone number I have is 253-514-5421.

Speaker speaker\_1: Correct.

Speaker speaker\_0: And the email I have is natalie.merrill@outlook.com.

Speaker speaker\_1: Mm, correct.

Speaker speaker\_0: Okay, so I'll go ahead and cancel the coverage for you. However, I do want to let you know-

Speaker speaker\_1: Well, thank you.

Speaker speaker\_0: ... cancellations do take one to two weeks to go through. So it is possible-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... for you to experience one or two more final payroll reductions. But after that, you should be-

Speaker speaker\_1: Well-

Speaker speaker\_0: ... officially canceled. Okay, Natalie?

Speaker speaker\_1: Well, what I'm saying is I want to make sure that you're canceling just the \$60 component or whatever the price is for the medical, 'cause I still need the dental and vision.

Speaker speaker\_0: Okay. So you just wanted to drop medical, correct?

Speaker speaker\_1: Yeah. But I am kind of surprised that you hang on two, uh, two more weeks with that 'cause they make it extremely hard to get the, the phone number too. So, um...

Speaker speaker\_0: Okay, so dropping the MEC and keeping vision, term life and dental for employee plus child will make your new total deduction \$17.11 per week. Okay?

Speaker speaker\_1: Oh, that's very nice. Okay. Thank you.

Speaker speaker\_0: You're welcome. So there is that one to two-week, uh, change. So you will experience that-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... \$33.22 deduction for one to two weeks. And then once you've witnessed that \$17 deduction, that's how you know the medical was dropped from the coverage. Okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. Well, is there anything else I can assist you with today?

Speaker speaker\_1: No, that's okay. Thank you.

Speaker speaker\_0: You're welcome. Yep, great. You're welcome. Have a great day, okay?

Speaker speaker\_1: You too. Bye.