

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in a Card. This is Malcolm. How can I help you? Hi, Malcolm. Hi. So, I get my health insurance through Daugherty Staffing Solutions and in turn they use Benefits in a Card. Um... Mm-hmm. I just had my last day of work, so I just need a closure notice for my account. So, you want to cancel your coverage. Is that what you're saying? Yeah. All right. So, it-- so, it does cancel itself out. Um, what, what staffing company you say again? Uh, Daugherty. Daugherty. What's the last four of your social? Staffing Solution? Uh, 0981. First name? Hunter. Last name? Bednar. For security purposes, can you verify your address and date of birth for me? Yep. 12236 County Road 23, Brandon, Minnesota, 56401. Birthday, May 12th, 1998, 05121998. Thank you. All right. So I canceled that for you. Please be advised the cancellation process does take one to two weeks. Since you're no longer working- Mm-hmm. ... it would... It is possible... Typically it is possible to see deductions within those two weeks, but since you're no longer working you won't have to worry about that and after two weeks- Mm-hmm. ... you should see no more deductions and it should cancel itself out. Okay. And I'll get, like, a letter in the mail too? So... So, once your coverage actually cancels itself out are you referring to a statement of coverage saying- Like a closure notice. ... you're no longer... Are you referring to a statement of coverage- Yeah. ... which would say you're no longer covered? Yeah. Yes. So you want to call... You want to call back and request that once your coverage has actually canceled itself out. Okay. All right. Well, was there anything else I can help with- All right. ... you today, Mr. Hunter? Nope. I think that was it. Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week. You too. Thank you. See you. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in a Card. This is Malcolm. How can I help you?

Speaker speaker_1: Hi, Malcolm.

Speaker speaker_2: Hi.

Speaker speaker_1: So, I get my health insurance through Daugherty Staffing Solutions and in turn they use Benefits in a Card. Um...

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I just had my last day of work, so I just need a closure notice for my account.

Speaker speaker_0: So, you want to cancel your coverage. Is that what you're saying?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So, it-- so, it does cancel itself out. Um, what, what staffing company you say again?

Speaker speaker_1: Uh, Daugherty.

Speaker speaker_0: Daugherty. What's the last four of your social?

Speaker speaker_1: Staffing Solution? Uh, 0981.

Speaker speaker_0: First name?

Speaker speaker_1: Hunter.

Speaker speaker_0: Last name?

Speaker speaker_1: Bednar.

Speaker speaker_0: For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Yep. 12236 County Road 23, Brandon, Minnesota, 56401. Birthday, May 12th, 1998, 05121998.

Speaker speaker_0: Thank you. All right. So I canceled that for you. Please be advised the cancellation process does take one to two weeks. Since you're no longer working-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... it would... It is possible... Typically it is possible to see deductions within those two weeks, but since you're no longer working you won't have to worry about that and after two weeks-

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: ... you should see no more deductions and it should cancel itself out.

Speaker speaker_1: Okay. And I'll get, like, a letter in the mail too?

Speaker speaker_0: So... So, once your coverage actually cancels itself out are you referring to a statement of coverage saying-

Speaker speaker_1: Like a closure notice.

Speaker speaker_0: ... you're no longer... Are you referring to a statement of coverage-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... which would say you're no longer covered?

Speaker speaker_1: Yeah.

Speaker speaker_0: Yes. So you want to call... You want to call back and request that once your coverage has actually canceled itself out.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Well, was there anything else I can help with-

Speaker speaker_1: All right.

Speaker speaker_0: ... you today, Mr. Hunter?

Speaker speaker_1: Nope. I think that was it.

Speaker speaker_0: Well, if there's nothing else, thanks for calling Benefits in a Card. I hope you have a great rest of your week.

Speaker speaker_1: You too. Thank you.

Speaker speaker_0: See you.

Speaker speaker_1: Bye.