

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hello. Um, I was told to call by Rebecca, one of the staff on your end, um, to cancel some of the coverages, uh, that I have currently. She said that there was a payroll issue. So, um, I actually need to cancel for, like, the past two weeks if possible. Is that- Uh- ... possible to do? Or is it only possible to cancel the upcoming? The upcoming. It's, uh, how it's gonna work. Oh, if that's the ca- uh, wouldn't I also be able to do that online then? Um... I'm not- Is this- ... sure, depending on the status of your... Okay. Um, should we look at my- And if it sometimes the system is... Hmm, excuse me. Go ahead, ma'am. Sorry. I said, um, I, I can, we can look at it now together if possible, and then maybe I can cancel with you then? Yes. Um, wh- what's the name of the staffing agency you work for? Clinical Staffing Resources. And the last four digits of your social? Yes. 4193. And... Okay. Could you hear me? ... can you state your first and last name? Oh, uh, Laura Alves. How can I help you? So we'll start with acupuncture then? Perfect, great. I will be right in. Absolutely. Thank you. Okay, sorry about that. Let's see. No, that's okay. I didn't see it. Um, so you have... Who was that, Laura, here? Okay. So you, um, I see Ms. Al- Alves. Mm-hmm. Can we verify your address and date of birth just for security reasons? Yes, 273 Earl. And the entire address? Yeah, 273 Earl Avenue, Lynn Brook, 11563. And then you need my date of birth? Yes, ma'am. June 30th, 1978. Okay, so we have the telephone number of 5917-776-7145 and your email. We have the lo- lorylee@gmail and- Lullabyepoint. ... lullabyepoint. Yes. Okay. Uh, let's see. So you, I see that you are enrolled yourself and your family. You wanna cancel the whole thing? All your benefits? Um, can we just do the additional ones? Can you just keep the, the basic coverage and- Okay. ... then cancel all the other ones like vision and dental? Okay, so we're gonna keep dental, uh, which? Hello? The Stay Healthy plan, which is, huh? Yes. Yes, just the Stay Healthy. Okay. Uh- Okay, so you have- Yeah, I'm sorry, I have to, I have to- ... to wait for- ... jump off, but is there a way you can send, uh, a confirmation email after this? 'Cause I have to get off the phone. I completely understand, but I have to make sure I got it correct before I let you go. Okay. 'Cause, um, are you only gonna keep the dental and vision and the Stay Healthy? Or just the Stay Healthy? Just the Stay Healthy. Which is the medical plan. It's a- Yes, ma'am. ... whole package. Okay. So, um- Is that like the MEC Enhanced or something like this? Is that what it's- Mm-hmm. ... called, I think? Yeah, that's it. Mm-hmm. That's at \$101.22. Sure, mm-hmm. For the whole family. Mm-hmm. Okay. So it takes one to two weeks for all changes to take place. Uh, so I just wanted to make sure. And I will send a, a code request, uh, confirmation of the cancellation of the plans that you selected to be canceled. Gotcha. All right? And you might experience one or two deduction before it's completely canceled with, uh, the previous charges. So the benefits are active. If you wanna use them, you could do so. I can, I can use

them for the next two weeks, you would say? Yes. Until, um- Okay, thank you for that. Okay. So give us a, I will suggest you to give us a call on Monday just to make sure they're still active, everything is working. Um, and then, uh, you take it from there. Gotcha. All right? Thank you so much. Appreciate it. No problem. Thank you. Thank you for giving us a call. Have a great-

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. Um, I was told to call by Rebecca, one of the staff on your end, um, to cancel some of the coverages, uh, that I have currently. She said that there was a payroll issue. So, um, I actually need to cancel for, like, the past two weeks if possible. Is that-

Speaker speaker_1: Uh-

Speaker speaker_2: ... possible to do? Or is it only possible to cancel the upcoming?

Speaker speaker_1: The upcoming. It's, uh, how it's gonna work.

Speaker speaker_2: Oh, if that's the ca- uh, wouldn't I also be able to do that online then?

Speaker speaker_1: Um... I'm not-

Speaker speaker_2: Is this-

Speaker speaker_1: ... sure, depending on the status of your...

Speaker speaker_2: Okay. Um, should we look at my-

Speaker speaker_1: And if it sometimes the system is... Hmm, excuse me. Go ahead, ma'am.

Speaker speaker_2: Sorry. I said, um, I, I can, we can look at it now together if possible, and then maybe I can cancel with you then?

Speaker speaker_1: Yes. Um, wh- what's the name of the staffing agency you work for?

Speaker speaker_2: Clinical Staffing Resources.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: Yes. 4193.

Speaker speaker_1: And...

Speaker speaker_2: Okay. Could you hear me?

Speaker speaker_1: ... can you state your first and last name?

Speaker speaker_2: Oh, uh, Laura Alves.

Speaker speaker_1: How can I help you? So we'll start with acupuncture then?

Speaker speaker_2: Perfect, great. I will be right in.

Speaker speaker_1: Absolutely.

Speaker speaker_2: Thank you. Okay, sorry about that.

Speaker speaker_1: Let's see. No, that's okay. I didn't see it. Um, so you have... Who was that, Laura, here? Okay. So you, um, I see Ms. Al- Alves.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Can we verify your address and date of birth just for security reasons?

Speaker speaker_2: Yes, 273 Earl.

Speaker speaker_1: And the entire address?

Speaker speaker_2: Yeah, 273 Earl Avenue, Lynn Brook, 11563. And then you need my date of birth?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: June 30th, 1978.

Speaker speaker_1: Okay, so we have the telephone number of 5917-776-7145 and your email. We have the lo- lorylee@gmail and-

Speaker speaker_2: Lullabyepoint.

Speaker speaker_1: ... lullabyepoint.

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Uh, let's see. So you, I see that you are enrolled yourself and your family. You wanna cancel the whole thing? All your benefits?

Speaker speaker_2: Um, can we just do the additional ones? Can you just keep the, the basic coverage and-

Speaker speaker_1: Okay.

Speaker speaker_2: ... then cancel all the other ones like vision and dental?

Speaker speaker_1: Okay, so we're gonna keep dental, uh, which?

Speaker speaker_2: Hello?

Speaker speaker_1: The Stay Healthy plan, which is, huh?

Speaker speaker_2: Yes. Yes, just the Stay Healthy.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh-

Speaker speaker_1: Okay, so you have-

Speaker speaker_2: Yeah, I'm sorry, I have to, I have to-

Speaker speaker_1: ... to wait for-

Speaker speaker_2: ... jump off, but is there a way you can send, uh, a confirmation email after this? 'Cause I have to get off the phone.

Speaker speaker_1: I completely understand, but I have to make sure I got it correct before I let you go.

Speaker speaker_2: Okay.

Speaker speaker_1: 'Cause, um, are you only gonna keep the dental and vision and the Stay Healthy? Or just the Stay Healthy?

Speaker speaker_2: Just the Stay Healthy.

Speaker speaker_1: Which is the medical plan. It's a-

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: ... whole package. Okay. So, um-

Speaker speaker_2: Is that like the MEC Enhanced or something like this? Is that what it's-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... called, I think? Yeah, that's it. Mm-hmm.

Speaker speaker_1: That's at \$101.22.

Speaker speaker_2: Sure, mm-hmm.

Speaker speaker_1: For the whole family.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So it takes one to two weeks for all changes to take place. Uh, so I just wanted to make sure. And I will send a, a code request, uh, confirmation of the cancellation of the plans that you selected to be canceled.

Speaker speaker_2: Gotcha.

Speaker speaker_1: All right? And you might experience one or two deduction before it's completely canceled with, uh, the previous charges. So the benefits are active. If you wanna use them, you could do so.

Speaker speaker_2: I can, I can use them for the next two weeks, you would say?

Speaker speaker_1: Yes. Until, um-

Speaker speaker_2: Okay, thank you for that.

Speaker speaker_1: Okay. So give us a, I will suggest you to give us a call on Monday just to make sure they're still active, everything is working. Um, and then, uh, you take it from there.

Speaker speaker_2: Gotcha.

Speaker speaker_1: All right?

Speaker speaker_2: Thank you so much. Appreciate it.

Speaker speaker_1: No problem.

Speaker speaker_2: Thank you.

Speaker speaker_1: Thank you for giving us a call. Have a great-