

## **Transcript: Pamela**

**Blanc-4738850076966912-5582752497483776**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, this is Pamela. Thank you for calling Benefits in a Card. How may I help you? How you doing, Pam? This is Tyreek Derrick. Um, I wanted just to call you to let you know that I wanted you to take all that stuff off, like the, um, the benefits and my, uh... 'Cause I remember you told me I had to wait two weeks before you take anything off, but I want, I want the, what's the name off too, the, uh... You know, like if something happens to me, I want... 'Cause I'm going to get my own. Okay. So you want to cancel the benefits? Yeah, I want to cancel, yes, the benefits. Yeah, 'cause I'm going to get my own, um, life insurance. So Oh, you want to cancel just the life, the life insurance? Or everything? I want to cancel life... Everything. Okay. So let me get the last four digits of your Social so I can pull up your file. Okay. 9049. And who do you work for? CARE Builders. All right. Okay. Mr. Derrick, for security reasons and just to make sure we are in the correct file- Mm-hmm. ... I need to verify your complete address and date of birth. 1925 North 9th Street, Philadelphia, PA, 19122. Okay. And what was the date of birth? I'm sorry, I didn't hear it. 2974. Thank you. All right. So... Now, the only thing that we could cancel at this time is the life insurance. The medical, uh, you're gonna have to wait for company open enrollment due to the Section 125. Mm-hmm. Now, open enrollment will be for 18... Let's see. December 9th until the 24th. Okay. So that's when it'll be canceled? That's the... You're gonna have to give us a call back just to cancel the medical. Right now, I could go ahead and request a cancellation for the life insurance. Okay. That's fine. But the medical, we have to wait until December. Okay. All right. That's fine. Right? Okay. So I'm going to cancel the life insurance and, um, and then you will receive, um, email messages, um, letting you know- Okay. ... that, um... that it's open enrollment, so that way you could give us a call back and, and cancel the- Okay. ... the medical. But if I need... But if something was to happen, I need y'all again, I'll just... I could enroll again, or no, I won't be able to? Well, you will be able to enroll, um, on open enrollment if you cancel. Okay. Yeah, that's when you're going to be able to enroll back in. Okay. All right? Okay. That's fine. All right. All right. So I went ahead and canceled the life insurance. Okay. It's the same process as you did before with, um, with the other plans that you had. Okay. All right? All right. Tha- Anything else I can do for you, sir? No, that's it. All right. Thank you for giving us a call today. Have a great rest of the day. Okay. You too. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, this is Pamela. Thank you for calling Benefits in a Card. How may I help you?

Speaker speaker\_2: How you doing, Pam? This is Tyreek Derrick. Um, I wanted just to call you to let you know that I wanted you to take all that stuff off, like the, um, the benefits and my, uh... 'Cause I remember you told me I had to wait two weeks before you take anything off, but I want, I want the, what's the name off too, the, uh... You know, like if something happens to me, I want... 'Cause I'm going to get my own.

Speaker speaker\_1: Okay. So you want to cancel the benefits?

Speaker speaker\_2: Yeah, I want to cancel, yes, the benefits. Yeah, 'cause I'm going to get my own, um, life insurance. So

Speaker speaker\_1: Oh, you want to cancel just the life, the life insurance? Or everything?

Speaker speaker\_2: I want to cancel life... Everything.

Speaker speaker\_1: Okay. So let me get the last four digits of your Social so I can pull up your file.

Speaker speaker\_2: Okay. 9049.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: CARE Builders.

Speaker speaker\_1: All right. Okay. Mr. Derrick, for security reasons and just to make sure we are in the correct file-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... I need to verify your complete address and date of birth.

Speaker speaker\_2: 1925 North 9th Street, Philadelphia, PA, 19122.

Speaker speaker\_1: Okay. And what was the date of birth? I'm sorry, I didn't hear it.

Speaker speaker\_2: 2974.

Speaker speaker\_1: Thank you. All right. So... Now, the only thing that we could cancel at this time is the life insurance. The medical, uh, you're gonna have to wait for company open enrollment due to the Section 125.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Now, open enrollment will be for 18... Let's see. December 9th until the 24th.

Speaker speaker\_2: Okay. So that's when it'll be canceled?

Speaker speaker\_1: That's the... You're gonna have to give us a call back just to cancel the medical. Right now, I could go ahead and request a cancellation for the life insurance.

Speaker speaker\_2: Okay. That's fine.

Speaker speaker\_1: But the medical, we have to wait until December.

Speaker speaker\_2: Okay. All right. That's fine.

Speaker speaker\_1: Right? Okay. So I'm going to cancel the life insurance and, um, and then you will receive, um, email messages, um, letting you know-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... that, um... that it's open enrollment, so that way you could give us a call back and, and cancel the-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... the medical.

Speaker speaker\_2: But if I need... But if something was to happen, I need y'all again, I'll just... I could enroll again, or no, I won't be able to?

Speaker speaker\_1: Well, you will be able to enroll, um, on open enrollment if you cancel.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Yeah, that's when you're going to be able to enroll back in.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: Okay. That's fine. All right.

Speaker speaker\_1: All right. So I went ahead and canceled the life insurance.

Speaker speaker\_2: Okay.

Speaker speaker\_1: It's the same process as you did before with, um, with the other plans that you had.

Speaker speaker\_2: Okay.

Speaker speaker\_1: All right?

Speaker speaker\_2: All right. Tha-

Speaker speaker\_1: Anything else I can do for you, sir?

Speaker speaker\_2: No, that's it.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_2: Okay. You too. Bye-bye.

Speaker speaker\_1: Bye.