

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 Card, this is Pamela speaking. How may I help you? I wanted to opt out of my, um, uh, my, what is it, like my healthcare options or something like that? Who, who do you work for? Serge. Can I have the last four digits of your Social so I can pull up your file? It's 5515. Your first and last name, sir? Benjamin Donovan. Mr. Donovan, can you please verify your complete address and date of birth for security reasons and to make sure we are in the correct file? 1902 Smelser Road, um, July 1st, 1990. Smelser Road- And where are you living? ... Marynorden. Thank you. Is the ZIP code 43302? Yes. We have a phone number on file, 614-779-3140. And you... last name, first name at gmail.com is your email? Yes. All right. So I could go ahead and request a cancellation. The process does take one to two weeks, um, and you might experience one or two deductions before it's completely canceled. Is there anything else I- Well, uh- ... could help you? Dad, it's mom. Uh, will those deductions be, uh, reimbursed? Unfortunately not, because this is a, an auto enrollment, and Serge gave the employees a certain amount of time for them to call to decline or do it online, or actually decline it while you're doing the onboarding. Okay, yeah. I think it's... I think this is 60 days, so- Mm-hmm. ... I hopefully will, will... Yeah, I've been, I've been there for 45 or so, I think. Okay. Anything else I could do for you, sir? Uh, no, that's it. Thank you for giving us a call today, have a great rest of the day.

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 Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: I wanted to opt out of my, um, uh, my, what is it, like my healthcare options or something like that?

Speaker speaker_1: Who, who do you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: It's 5515.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Benjamin Donovan.

Speaker speaker_1: Mr. Donovan, can you please verify your complete address and date of birth for security reasons and to make sure we are in the correct file?

Speaker speaker_2: 1902 Smelser Road, um, July 1st, 1990. Smelser Road-

Speaker speaker_1: And where are you living?

Speaker speaker_2: ... Marynorden.

Speaker speaker_1: Thank you. Is the ZIP code 43302?

Speaker speaker_2: Yes.

Speaker speaker_1: We have a phone number on file, 614-779-3140. And you... last name, first name at gmail.com is your email?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. So I could go ahead and request a cancellation. The process does take one to two weeks, um, and you might experience one or two deductions before it's completely canceled. Is there anything else I-

Speaker speaker_2: Well, uh-

Speaker speaker_1: ... could help you?

Speaker speaker_3: Dad, it's mom.

Speaker speaker_2: Uh, will those deductions be, uh, reimbursed?

Speaker speaker_1: Unfortunately not, because this is a, an auto enrollment, and Serge gave the employees a certain amount of time for them to call to decline or do it online, or actually decline it while you're doing the onboarding.

Speaker speaker_2: Okay, yeah. I think it's... I think this is 60 days, so-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... I hopefully will, will... Yeah, I've been, I've been there for 45 or so, I think.

Speaker speaker_1: Okay. Anything else I could do for you, sir?

Speaker speaker_2: Uh, no, that's it.

Speaker speaker_1: Thank you for giving us a call today, have a great rest of the day.