

## **Transcript: Pamela**

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### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Acquiries. This is Anna speaking, how may I help you? How you doing, ma'am? I'm good, and you? I'm fine. Okay, my name is Torshika Taylor. I had an account. I got married in November. I called to cancel, um, the account that I had. They told me to mail in my marriage license and proof that I was added to my husband's insurance. I sent both of them in. I talked to a gentleman a while ago. He told me that my marriage was not considered a life-changing event when a supervisor told me that my marriage was considered a life-changing event. And when they sent the email, that's one of the things listed for a life-changing event. Okay. And... Okay. And what's the name of this, uh, the staffing agency you work for? MAU. Can I have the last four digits of your Social? 8253. Your first and last name, ma'am? Torshika Taylor. What was the name? Torshika Taylor. Taylor. All right, Ms. Taylor. Uh, just to make sure I'm in the correct file, can you please verify your complete address and date of birth? 1795 North McDonald Road, Griffin, Georgia, 30223. We have a phone number on file, 318-758-4097, and you emailed your first name, last name at email.com? Yes. Okay. Let me go through the note to see what was said. Ma'am? Let me read to the, uh, note so I could see, um, what ha- happened. Mm-hmm. Um, so let me see. So from the Legitimacy Department, it says, "Marriage is not considered until a legal..." Since when? Because it's in the email that they sent me. Okay. So, uh, why would they tell me to show proof that, um, that I have other insurance? Okay, so I seen you just, you pulled, um, a couple, um, couple of minutes ago that you wanted to speak to a supervisor as well. Yes. Um, let me see if, if they are available 'cause I see here they were supposed to call you back. Um, I would not know why it's on the email that they, if they don't approve it. You say what? That you said it says it's on the email and it's not approved. Well, why didn't they call me or send me a email saying that? Why would you tell me to show proof of insurance that I have other insurance and send my marriage license and then everything will be canceled? So I need to speak to a supervisor. Mm-hmm. Just bear with me. Let me see if he's available now. Do you, uh, have I spoken to you? Ma'am? I'm sorry, um, but the supervisor is not available yet. Uh, because f60 medical, um, that, you know, the c-company open enrollment will be on Monday, the 23rd. Um- I know. I didn't You said open enrollment? Yeah. So that's when, um, you'll be able to cancel the medical part, but you able to cancel the other, like the critical illness, accident and life. I need it all canceled because I need it. I understand. But like right now as, today, the only ones that I could cancel is a life, critical illness, and accident. And then Monday, you can give us a call back and we'll go, go ahead and cancel the, the other medical part. Okay. Y- you just cancel whatever it is you can cancel. All right. So I, um, I'm gonna proceed and cancel these. Uh, the cancellation process does take seven to 10 days for OTR to be processed. What I'm gonna do, I'm gonna have a note for me and write it on your

account that on Monday, I will proceed to cancel the rest of your benefits. Just give us a call to, uh, verify things from, that, that I, it went ahead and the medical part was canceled. Okay. If you like. But I will do that since we, since we doing it today and Monday will be the, the open enrollment. Okay. Thank you. All right. So my name is Pamela. Like if you wanna call back on Monday and ask for me, I'll be here from 11 to eight, from 8:00 AM, I mean, sorry, from 11:00 AM to 8:00 PM Eastern Time. Okay. Thank you. All right. Thank you. And I'm sorry for the inconvenience, ma'am. It's fine. Thank you.

## Conversation Format

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

Speaker speaker\_1: Thank you for calling Benefits and Acquiries. This is Anna speaking, how may I help you?

Speaker speaker\_2: How you doing, ma'am?

Speaker speaker\_1: I'm good, and you?

Speaker speaker\_2: I'm fine. Okay, my name is Torshika Taylor. I had an account. I got married in November. I called to cancel, um, the account that I had. They told me to mail in my marriage license and proof that I was added to my husband's insurance. I sent both of them in. I talked to a gentleman a while ago. He told me that my marriage was not considered a life-changing event when a supervisor told me that my marriage was considered a life-changing event. And when they sent the email, that's one of the things listed for a life-changing event.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And...

Speaker speaker\_1: Okay. And what's the name of this, uh, the staffing agency you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: Can I have the last four digits of your Social?

Speaker speaker\_2: 8253.

Speaker speaker\_1: Your first and last name, ma'am?

Speaker speaker\_2: Torshika Taylor.

Speaker speaker\_1: What was the name?

Speaker speaker\_2: Torshika Taylor.

Speaker speaker\_1: Taylor. All right, Ms. Taylor. Uh, just to make sure I'm in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: 1795 North McDonald Road, Griffin, Georgia, 30223.

Speaker speaker\_1: We have a phone number on file, 318-758-4097, and you emailed your first name, last name at email.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Let me go through the note to see what was said.

Speaker speaker\_2: Ma'am?

Speaker speaker\_1: Let me read to the, uh, note so I could see, um, what ha- happened.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Um, so let me see. So from the Legitimacy Department, it says, "Marriage is not considered until a legal..."

Speaker speaker\_2: Since when? Because it's in the email that they sent me.

Speaker speaker\_1: Okay. So, uh, why would they tell me to show proof that, um, that I have other insurance? Okay, so I seen you just, you pulled, um, a couple, um, couple of minutes ago that you wanted to speak to a supervisor as well.

Speaker speaker\_2: Yes.

Speaker speaker\_1: Um, let me see if, if they are available 'cause I see here they were supposed to call you back. Um, I would not know why it's on the email that they, if they don't approve it.

Speaker speaker\_2: You say what?

Speaker speaker\_1: That you said it says it's on the email and it's not approved.

Speaker speaker\_2: Well, why didn't they call me or send me a email saying that? Why would you tell me to show proof of insurance that I have other insurance and send my marriage license and then everything will be canceled? So I need to speak to a supervisor.

Speaker speaker\_1: Mm-hmm. Just bear with me. Let me see if he's available now.

Speaker speaker\_3: Do you, uh, have I spoken to you?

Speaker speaker\_1: Ma'am? I'm sorry, um, but the supervisor is not available yet. Uh, because f60 medical, um, that, you know, the c-company open enrollment will be on Monday, the 23rd. Um-

Speaker speaker\_4: I know. I didn't

Speaker speaker\_5: You said open enrollment?

Speaker speaker\_1: Yeah. So that's when, um, you'll be able to cancel the medical part, but you able to cancel the other, like the critical illness, accident and life.

Speaker speaker\_5: I need it all canceled because I need it.

Speaker speaker\_1: I understand. But like right now as, today, the only ones that I could cancel is a life, critical illness, and accident. And then Monday, you can give us a call back and we'll go, go ahead and cancel the, the other medical part.

Speaker speaker\_5: Okay. Y- you just cancel whatever it is you can cancel.

Speaker speaker\_1: All right. So I, um, I'm gonna proceed and cancel these. Uh, the cancellation process does take seven to 10 days for OTR to be processed. What I'm gonna do, I'm gonna have a note for me and write it on your account that on Monday, I will proceed to cancel the rest of your benefits. Just give us a call to, uh, verify things from, that, that I, it went ahead and the medical part was canceled.

Speaker speaker\_5: Okay.

Speaker speaker\_1: If you like. But I will do that since we, since we doing it today and Monday will be the, the open enrollment.

Speaker speaker\_5: Okay. Thank you.

Speaker speaker\_1: All right. So my name is Pamela. Like if you wanna call back on Monday and ask for me, I'll be here from 11 to eight, from 8:00 AM, I mean, sorry, from 11:00 AM to 8:00 PM Eastern Time.

Speaker speaker\_5: Okay. Thank you.

Speaker speaker\_1: All right. Thank you. And I'm sorry for the inconvenience, ma'am.

Speaker speaker\_5: It's fine. Thank you.