

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? Um, I need to cancel my insurance benefits, please. And who do you work for, ma'am? Oxford. Oxford? Yes. May I have the last four digits of the social? 0635. Your first and last name? Amber Boyd. Ms. Boyd, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. My address is 1153 Ripley , 21N-8, Johnson, Missouri, 63935. My date of birth is 10/06/1983. Thank you for the information. We have a telephone number on file, 573-660-299-2259. Okay. And you'll email abboyd4186@gmail.com. Yes, I've tried. Okay. So the process of the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. And we cancel- Okay. ... on everybody. Okay. Well, I'm, I'm not gonna have enough money on my paycheck this week to cover the insurance anyway, so. Okay. Well, no problem. Um, is there anything else I could do for you, ma'am? Um, no. Will this complete... Will this cancel my, uh, the medical, dental, and vision? Everything. Okay, that, that's what I wanna do. And, um, so we'll cancel life, short-term disability, and the rest of the medical and vision there. Okay, um, is there... Do I have to have the medical insurance to be able to keep the life and the short-term disability? No. Okay, uh, yeah, I'd like to keep, I'd like to go ahead and keep the life insurance and the short-term disability, if that's all right. All right. So life insurance, is it just for you, or you want the whole family on the life insurance? Um, I'd, I'd like to keep it like I have it now with the whole family on it. Okay. Um, is there any way... Could you tell me while I have you on the phone what the coverage is on those policies? I've forgotten. For the life, it's \$20,000 for each member. \$20,000 for each member? Okay. All right, thank you. No problem. Um, okay, so everything is set. Um, I canceled the rest of the plans, and your new premium will be \$7.13. \$7.13? Yes. Okay, and this might seem like a, a silly question, but by doing this, this does not affect my 401, correct? We do not process those, so it shouldn't be any issue- Okay. ... with that. All right. Okay. All right, um, I guess, will I receive like a confirmation email or something? I could request one to be sent out to you, yes. I'm sorry, you just cut out. I didn't hear you. I could request one to be sent out to you. Okay. It takes, uh, 24 to 48 hours to receive it, and it will be coming in from info@benefitsinacar. All right, I appreciate your help today. Thank you for giving us a call. Have a happy new year, ma'am. You too, thank you. Bye-bye.

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: Um, I need to cancel my insurance benefits, please.

Speaker speaker_1: And who do you work for, ma'am?

Speaker speaker_2: Oxford.

Speaker speaker_1: Oxford?

Speaker speaker_2: Yes.

Speaker speaker_1: May I have the last four digits of the social?

Speaker speaker_2: 0635.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Amber Boyd.

Speaker speaker_1: Ms. Boyd, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: My address is 1153 Ripley , 21N-8, Johnson, Missouri, 63935. My date of birth is 10/06/1983.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 573-660-299-2259.

Speaker speaker_2: Okay.

Speaker speaker_1: And you'll email abboyd4186@gmail.com.

Speaker speaker_2: Yes, I've tried.

Speaker speaker_1: Okay. So the process of the cancellation takes one to two weeks for all changes to be processed. You might experience one or two deductions before it's completely canceled. And we cancel-

Speaker speaker_2: Okay.

Speaker speaker_1: ... on everybody.

Speaker speaker_2: Okay. Well, I'm, I'm not gonna have enough money on my paycheck this week to cover the insurance anyway, so.

Speaker speaker_1: Okay. Well, no problem. Um, is there anything else I could do for you, ma'am?

Speaker speaker_2: Um, no. Will this complete... Will this cancel my, uh, the medical, dental, and vision?

Speaker speaker_1: Everything.

Speaker speaker_2: Okay, that, that's what I wanna do.

Speaker speaker_1: And, um, so we'll cancel life, short-term disability, and the rest of the medical and vision there.

Speaker speaker_2: Okay, um, is there... Do I have to have the medical insurance to be able to keep the life and the short-term disability?

Speaker speaker_1: No.

Speaker speaker_2: Okay, uh, yeah, I'd like to keep, I'd like to go ahead and keep the life insurance and the short-term disability, if that's all right.

Speaker speaker_1: All right. So life insurance, is it just for you, or you want the whole family on the life insurance?

Speaker speaker_2: Um, I'd, I'd like to keep it like I have it now with the whole family on it.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, is there any way... Could you tell me while I have you on the phone what the coverage is on those policies? I've forgotten.

Speaker speaker_1: For the life, it's \$20,000 for each member.

Speaker speaker_2: \$20,000 for each member? Okay. All right, thank you.

Speaker speaker_1: No problem. Um, okay, so everything is set. Um, I canceled the rest of the plans, and your new premium will be \$7.13.

Speaker speaker_2: \$7.13?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay, and this might seem like a, a silly question, but by doing this, this does not affect my 401, correct?

Speaker speaker_1: We do not process those, so it shouldn't be any issue-

Speaker speaker_2: Okay.

Speaker speaker_1: ... with that. All right.

Speaker speaker_2: Okay. All right, um, I guess, will I receive like a confirmation email or something?

Speaker speaker_1: I could request one to be sent out to you, yes.

Speaker speaker_2: I'm sorry, you just cut out. I didn't hear you.

Speaker speaker_1: I could request one to be sent out to you.

Speaker speaker_2: Okay.

Speaker speaker_1: It takes, uh, 24 to 48 hours to receive it, and it will be coming in from info@benefitsinacar.

Speaker speaker_2: All right, I appreciate your help today.

Speaker speaker_1: Thank you for giving us a call. Have a happy new year, ma'am.

Speaker speaker_2: You too, thank you. Bye-bye.