

Transcript: Sara

Marulanda-4612393390784512-5729414929137664

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Gina Ford. G-E-N-I-A F-O-R-D. Hello, Mrs. Ford. How may I... Um, I need to opt out of the benefits. How do I go about doing that? Okay. Um, I can help you with that. May I have the name of the agency that you are working with and the last four digits of your Social Security number to locate you on the system? Um, it's MAU at BOSH and it's 7571. Okay. Mrs. Ford, um, just for security purposes, can you please verify your address and date of birth? Yes. 1856 Clearbrook Drive, Burlington, Kentucky 41005 and 06161976. 1976? Yes. Okay, hold on. Uh, we got a different year. Um, just- Um, yeah, for some reason it, um, in my thing it says 1970, uh, I think it says '76. Or no, I'm sorry, '77. But it's actually 1976. Yes. I, um, let me, uh, correct that. Uh, for, for me to correct it, I need to verify your complete Social Security number. Can you do that for me, please? Okay. Yes. 401-23-7571. Thank you very much. So June 16th- Mm-hmm. ... 1976. '76, yes. Okay. It is correct. Yes. Okay. Okay. I need your email. JLFcrew@gmail.com? Mm-hmm. Yes. And your phone number, 859-307-1016? Yes. Thank you very much. Okay, what have we got here? Okay, you are enrolled on healthcare benefits and you want to cancel the current enrollment. Is that correct? Correct. Okay, so let me do that. The whole plan? Yes. Okay, ma'am. So I already sent the cancellation request. Cancellation takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. Once, um, the cancellation is complete, you are not gonna see any more deduction. Perfect. Thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? Um, nope, that was it. Thank you very much for all your help. All right, Mrs. Ford. Have a wonderful day and thank you for calling Benefits in a Card. Thanks. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Gina Ford. G-E-N-I-A F-O-R-D. Hello, Mrs. Ford. How may I... Um, I need to opt out of the benefits. How do I go about doing that? Okay. Um, I can help you with that. May I have the name of the agency that you are working with and the last four digits of your Social Security number to locate you on the system? Um, it's MAU at BOSH and it's 7571. Okay. Mrs. Ford, um, just for security purposes, can you please verify your address and date of birth? Yes. 1856 Clearbrook Drive, Burlington, Kentucky 41005 and 06161976. 1976? Yes. Okay, hold on. Uh, we got a different year. Um, just- Um, yeah, for some reason it, um, in my thing it says

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