

## **Transcript: Sara**

**Marulanda-4887026857361408-5394224377184256**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? My name is Lenka lojanova. Hello, ma'am. How may I help you? Um, I recently started a new job and I enrolled for a dental plan. And I was wondering, how do I go about canceling it? Okay. Uh, cancellations are through us. Let me check your account. And may I have the name of the agency that you are working with and the last four of your Social, please? The agency, uh, is called MAU. Okay. And, um, the last four of my Social, 9668. Thank you very much, Miss Lenka lojanova? Yeah. And, uh, just for security purposes, can you please verify your address and date of birth? The date of birth is July 19, 1991. And my address is 109 Carlisle Street in Elsmere, Kentucky, 41018. Email, lenkaiojanova- Yeah, 47- ... @gmail.com? Yeah. Okay. Let me ask you something. It's I-O-J or L-O-J? L-O-J. Oh, okay. It's correct. Uh, gmail.com. And is your phone number 513-504-2643? Yes. Okay, ma'am. Thank you very much. You are enrolled on dental coverage for employee only, and you want to cancel it? Yeah. Okay. Give me just a minute. Okay. We can't, uh, go ahead and cancel it because you're still under your personal open enrollment period. So, I just sent a cancellation request. Cancellations takes between seven to ten business days, so you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay. Thank you so much. You're more than welcome. Other than that, is there anything else that I can help you with? Uh, no. That, that was it. Thank you. All righty, ma'am. Thank you for calling Benefits Center Card. Have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Card. My name is Sarah. May I have your name, please? My name is Lenka lojanova. Hello, ma'am. How may I help you? Um, I recently started a new job and I enrolled for a dental plan. And I was wondering, how do I go about canceling it? Okay. Uh, cancellations are through us. Let me check your account. And may I have the name of the agency that you are working with and the last four of your Social, please? The agency, uh, is called MAU. Okay. And, um, the last four of my Social, 9668. Thank you very much, Miss Lenka lojanova? Yeah. And, uh, just for security purposes, can you please verify your address and date of birth? The date of birth is July 19, 1991. And my address is 109 Carlisle Street in Elsmere, Kentucky, 41018. Email, lenkaiojanova- Yeah, 47- ... @gmail.com? Yeah. Okay. Let me ask you something. It's I-O-J or L-O-J? L-O-J. Oh, okay. It's correct. Uh, gmail.com. And is your phone number 513-504-2643? Yes. Okay, ma'am.

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