

Transcript: Sara

Marulanda-5078166354968576-5633388336824320

Full Transcript

Thank you for calling Benefi- benefits in a card. My name is Sarah. May I have your name please? Hello, my name is Corbyn Dibble. Hello, ma'am. How may I help you? Um, so I, I had benefits in a card for a while, um, probably like three months, and I, um, I'm... It's with a temp agency. So my assignment had ended, but I'm starting a new one this week. Um, I just got a message saying that, um, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Um, so I was just calling to kind of see what would happen if I didn't make a payment or if I could just cancel it altogether. Okay, I will have to check your account because every company has a different, um, policies. So let me check that for you. And may I have the name of the agency and the last four of your Social? Yes. It's WorkSmart Staffing and- Okay. ... my last four is 1966. Thank you very much. Corbyn M. Dibble. Yes. And just for security purposes, can you please verify your address? 25 Pelham Road, Apartment 237, Greenville, South Carolina 29615. And your date of birth? Oh, 03/05/2002. Thank you. And is your email KDibble7272@gmail.com? Yes. And is your phone number 574-710-9909? Yeah. Okay, ma'am. Thank you. Let me check. Okay. There was no deduction, uh, week before last month, so that's why this current week there, um, you have no active coverage. By the fifth week with no deduction from your paychecks, the coverage will become COBRA eligible, uh, and, or it will cancel himself. Now, do you want to keep the insurance, uh- Um, I would like to cancel, I think. You want to cancel? Yes. I want to cancel all of it. Actually, I do want to keep- Oh. ... um, the dental and vision, but I do want to cancel the, the other plan, the- The, the Preventive Care, the MEC standalone? Yeah. Okay. So let me do that for you. I already made the changes. You need to allow one to two weeks for the new deductions to come up, um, because it takes like seven to 10 business days for the cancellation to complete, the MEC plan cancellation. So you may see one or two more deductions for the correct price, the \$22.31, the complete amount, and then after that, the next deductions are gonna be \$5.99 which will cover dental and vision. Um, why would I... I don't want to be charged that when I'm... I don't have the coverage and I don't want it. I need my money. I, I... Let me explain you this. The, the deductions you see from today's check are from last week hours. So that check is already made. So we cannot- I haven't been working, so my next check will come next week. So- Okay. The next... Okay. The, n- the, the... do-do-do-do-do. Okay. The changes are gonna be like this. The new coverage is gonna start on the 21st. So by the 18th, the check for the 18th, your, uh, deduction is gonna be the \$5. Okay. How much I told you? \$5.99. On the 18th it will be? On the 18th, yes. But the week- Okay. So it will be this one. ... before is going to be the regular price, the \$22.31. Okay. That's fine then because I, I haven't been working this past week or the week before, so I'm not able to see the- So you might not see that deduction, yes. Yeah. Okay, thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, thank you. I appreciate it. You're more than

welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. You too. Bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefi- benefits in a card. My name is Sarah. May I have your name please? Hello, my name is Corbyn Dibble. Hello, ma'am. How may I help you? Um, so I, I had benefits in a card for a while, um, probably like three months, and I, um, I'm... It's with a temp agency. So my assignment had ended, but I'm starting a new one this week. Um, I just got a message saying that, um, there was a lapse in coverage in the last one to two weeks due to a missed payroll deduction. Um, so I was just calling to kind of see what would happen if I didn't make a payment or if I could just cancel it altogether. Okay, I will have to check your account because every company has a different, um, policies. So let me check that for you. And may I have the name of the agency and the last four of your Social? Yes. It's WorkSmart Staffing and- Okay. ... my last four is 1966. Thank you very much. Corbyn M. Dibble. Yes. And just for security purposes, can you please verify your address? 25 Pelham Road, Apartment 237, Greenville, South Carolina 29615. And your date of birth? Oh, 03/05/2002. Thank you. And is your email KDibble7272@gmail.com? Yes. And is your phone number 574-710-9909? Yeah. Okay, ma'am. Thank you. Let me check. Okay. There was no deduction, uh, week before last month, so that's why this current week there, um, you have no active coverage. By the fifth week with no deduction from your paychecks, the coverage will become COBRA eligible, uh, and, or it will cancel himself. Now, do you want to keep the insurance, uh- Um, I would like to cancel, I think. You want to cancel? Yes. I want to cancel all of it. Actually, I do want to keep- Oh. ... um, the dental and vision, but I do want to cancel the, the other plan, the- The, the Preventive Care, the MEC standalone? Yeah. Okay. So let me do that for you. I already made the changes. You need to allow one to two weeks for the new deductions to come up, um, because it takes like seven to 10 business days for the cancellation to complete, the MEC plan cancellation. So you may see one or two more deductions for the correct price, the \$22.31, the complete amount, and then after that, the next deductions are gonna be \$5.99 which will cover dental and vision. Um, why would I... I don't want to be charged that when I'm... I don't have the coverage and I don't want it. I need my money. I, I... Let me explain you this. The, the deductions you see from today's check are from last week hours. So that check is already made. So we cannot- I haven't been working, so my next check will come next week. So- Okay. The next... Okay. The, n- the, the... do-do-do-do-do. Okay. The changes are gonna be like this. The new coverage is gonna start on the 21st. So by the 18th, the check for the 18th, your, uh, deduction is gonna be the \$5. Okay. How much I told you? \$5.99. On the 18th it will be? On the 18th, yes. But the week- Okay. So it will be this one. ... before is going to be the regular price, the \$22.31. Okay. That's fine then because I, I haven't been working this past week or the week before, so I'm not able to see the- So you might not see that deduction, yes. Yeah. Okay, thank you. You're more than welcome. Other than that, ma'am, is there anything else that I can help you with? No, thank you. I appreciate it. You're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Card. You too. Bye-bye. Thank you. Bye-bye.