

Transcript: Sara

Marulanda-5600469238366208-4624278234808320

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, Sarah. My name is, uh, Kimberly Dixon. Hello, Ms. Dixon. How may I help you? Hi. Uh, I'm inquiring how can, um, I cancel this insurance. Okay. Let me check that for you. May I have, please, the name of the agency that you're working with and the last four of your social? The BGSS- Just type in that for me. ... and 9696. Thank you very much. And Ms. Kimberly with Dixon, just for security purposes, ma'am, can you please verify your address and date of birth? 4714 Central Avenue Northeast, Washington DC, 219 for the zip code, 1/18/1984. And is your email kim23dixon@yahoo.com? Yes. And is your phone number 301-640-6298? Yes. Thank you very much, ma'am. Oh, I called you earlier this morning. I left a message for you. Okay. You said you want to cancel, ma'am? Yeah. I'm looking to cancel, uh, these benefits because it's... None of the, uh, doctors that I need to see take this type of insurance, so it's of no use to me. Okay. So give me just a minute. I'm gonna send a cancellation request. Cancellations takes between seven to ten business days. Okay. So you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay, but I don't understand. Why would there be any more deductions if, if I'm not- Because- ... you know, using the service? Uh, well, you're gonna have insurance until the cancellation complete. This week paycheck is already made, you know. Uh- Oh, I, I know that. ... the, the, yeah. I'm aware of that. So it's gonna be, that's gonna be one more check and everything depends on when, um, BGS staffing. When is the last day of the week for BGS staffing? We don't handle that. We are just the, the ones who involved, I mean, the administrators, but we don't have access to deductions or not. So usually it's one week, but by law, I have to let you know that may be one or two weeks. Okay, that's fine. Other than that, Ms. Dixon, is there anything else that I can help you with? No, I'll just... Um, and what... Will I receive something via email? Do I get, like, a confirmation via email saying that I've chosen- Yes. ... to cancel? Yes, ma'am. We will send you one. Okay. All right. Thank you. Yes, you're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Bye-bye. You're welcome. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name, please? Hi, Sarah. My name is, uh, Kimberly Dixon. Hello, Ms. Dixon. How may I help you? Hi. Uh, I'm inquiring how can, um, I cancel this insurance. Okay. Let me check that for you. May I have,

please, the name of the agency that you're working with and the last four of your social? The BGSS- Just type in that for me. ... and 9696. Thank you very much. And Ms. Kimberly with Dixon, just for security purposes, ma'am, can you please verify your address and date of birth? 4714 Central Avenue Northeast, Washington DC, 219 for the zip code, 1/18/1984. And is your email kim23dixon@yahoo.com? Yes. And is your phone number 301-640-6298? Yes. Thank you very much, ma'am. Oh, I called you earlier this morning. I left a message for you. Okay. You said you want to cancel, ma'am? Yeah. I'm looking to cancel, uh, these benefits because it's... None of the, uh, doctors that I need to see take this type of insurance, so it's of no use to me. Okay. So give me just a minute. I'm gonna send a cancellation request. Cancellations takes between seven to ten business days. Okay. So you may see one or two more deductions before cancellation complete. After that, there will be no more deductions. Okay, but I don't understand. Why would there be any more deductions if, if I'm not- Because- ... you know, using the service? Uh, well, you're gonna have insurance until the cancellation complete. This week paycheck is already made, you know. Uh- Oh, I, I know that. ... the, the, yeah. I'm aware of that. So it's gonna be, that's gonna be one more check and everything depends on when, um, BGS staffing. When is the last day of the week for BGS staffing? We don't handle that. We are just the, the ones who involved, I mean, the administrators, but we don't have access to deductions or not. So usually it's one week, but by law, I have to let you know that may be one or two weeks. Okay, that's fine. Other than that, Ms. Dixon, is there anything else that I can help you with? No, I'll just... Um, and what... Will I receive something via email? Do I get, like, a confirmation via email saying that I've chosen- Yes. ... to cancel? Yes, ma'am. We will send you one. Okay. All right. Thank you. Yes, you're more than welcome, ma'am. Have a wonderful day and thank you for calling Benefits in a Cart. Thank you. Bye-bye. You're welcome. Bye-bye.