

## Transcript: Sara

**Marulanda-5894418694881280-6750802424578048**

### 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? Oh, great. Hello? Hello. Yeah, hi. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, Mark Neff. Hello, sir. How may I help- how may I help you? Yeah, I've called twice to cancel this insurance through sear- Surge, and it's still taking money out. Let me check that for you. Um, may I have the last four of your Social to locate you on the system? 68- or, 7864. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Yeah, 718 Pine Street, Sharpton, Ohio, 81069. Email mneff1529@gmail.com? Excuse me? What was that? Is your email mneff, like M NEFF- Yeah, yeah, yeah. I- I- I understand that, yeah. ... 1529? Yeah. Okay, thank you. And is your phone number 740-622-4945? Right. Thank you very much. Okay, um, your coverage is canceled. E- e- okay. Uh, have you seen deductions on- from your paycheck? Yeah, the last two weeks. Okay, how much is the deduction? Uh, I think it was \$15.60, 16 cents, something like that, 15.16. Okay, because what I got here is the last day of coverage will be this coming Sunday, so the last deduction was supposed to be... let me tell you. On the 18th, that was the last deduction. The- the last deduction was on the... Aye, aye, aye. Okay, hold on. Yes. The 15th, you see a deduction and that deduction covers from the 18th to the 24th. Okay, so that's- uh, it came out like- That's the- ... like four or five- That's the only deductions you have. Yeah, twice. And I've been trying- Two deductions, you say? Yeah, the insurance thing. I've been trying to cancel it. Okay, you may see a deduction there for MED? No, it didn't say. But anything- It didn't say anything on it. It just said de- I can't remember what it said now, deduction or whatever. Is that what the ded- is that what it is, 15.16? Uh, yes. 15.16- Okay, so that has to be what it is. ... is for the preventive care. That's the correct amount. And, uh, the last day of coverage will be the 24th, this coming Sunday. Then there will be no more coverage, active coverage or no more deductions after that. Okay, because I did it a couple weeks ago and I was like, "Why does it keep taking money out?" Yeah, it is... okay, remember than um, whatever you see deduction this week, that's gonna cover the following week. Okay, so that- Because we get paid one week late. Yeah. Well, okay, 'cause I thought- I thought it shouldn't have came out this time, 'cause I already did it before. I'm sorry. What I see here is we have notes from the 15th for the deduction, I mean, for the cancellation, but that's the only, that's the only, uh, cancellation information we have. Yeah, I called like a couple weeks before that and he told me I had to call back again, and then I forgot, and then- Oh. So, it's not coming out anymore, right? This is the last time. No, sir. Not at all. There is no more. No, there is no more deductions coming out. Okay, so this is the last- If you... Yes, that's gonna be the last deduction. All right. Just in case, if you see, if you see another deduction, please give us a call and we will send you something, an email call, document request, for you to send us the

pay stubs showing the deductions. Any future any- any deductions. Well, can you put it in there where I- I don't have a deduction? I mean, it's in place already. Okay. It should be- Mm. I should get it. No, but it's, it's showing just one deduction. Right, but I'm saying, uh, I called before and he told me I couldn't do it until I called back and I called back on the 15th. Did you remember that person name? Oh, I have no idea. It was a man or female? Uh, it was a man both times I called. Oh, okay. Let me see. So, what you're saying is my next check will not have the insurance coming out of it, correct? No, it will not. I only see one call here from Friday, November the 15th, and that's the date you did cancel the coverage. Right. Um. And I told- and I called several weeks before that and he told me I was calling too soon or something. I had to wait or whatever. Oh. So I- Okay. So, this is the last time it's coming out then, correct? This is the last time, yes. Okay, I don't want to see it on there then. But s- All right. I don't think so. But just in case, just give us a call and we will send you that document request email for you to send us the, um, the deduction. Well- Or the pay stub showing the deductions and then we can open... I don't want to. ... a conversation. Yeah, can you just put on there close it or whatever? I don't want to run around- Yes, it is. ... calling 9-1-1. It is canceled already. Okay, well, it shouldn't be on there. I shouldn't have to worry about that then, should I? Yes, you should not. Okay. Yes, sir. All right then. They told me to... All right, they told me to call them back. All right, thank you. You're more than welcome, sir. Have a wonderful day. Right. And, uh, thank you for calling us. Have a great day.

## 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? Oh, great. Hello? Hello. Yeah, hi. Thank you for calling Benefits in a Cart. My name is Sarah. May I have your name please? Uh, Mark Neff. Hello, sir. How may I help- how may I help you? Yeah, I've called twice to cancel this insurance through sear- Surge, and it's still taking money out. Let me check that for you. Um, may I have the last four of your Social to locate you on the system? 68- or, 7864. Thank you very much. And just for security purposes, can you please verify your address and date of birth? Yeah, 718 Pine Street, Sharpton, Ohio, 81069. Email mneff1529@gmail.com? Excuse me? What was that? Is your email mneff, like M NEFF- Yeah, yeah, yeah. I- I- I understand that, yeah. ... 1529? Yeah. Okay, thank you. And is your phone number 740-622-4945? Right. Thank you very much. Okay, um, your coverage is canceled. E- e- okay. Uh, have you seen deductions on- from your paycheck? Yeah, the last two weeks. Okay, how much is the deduction? Uh, I think it was \$15.60, 16 cents, something like that, 15.16. Okay, because what I got here is the last day of coverage will be this coming Sunday, so the last deduction was supposed to be... let me tell you. On the 18th, that was the last deduction. The- the last deduction was on the... Aye, aye, aye. Okay, hold on. Yes. The 15th, you see a deduction and that deduction covers from the 18th to the 24th. Okay, so that's- uh, it came out like- That's the- ... like four or five- That's the only deductions you have. Yeah, twice. And I've been trying- Two deductions, you say? Yeah, the insurance thing. I've been trying to cancel it. Okay, you may see a deduction there for MED? No, it didn't say. But anything- It didn't say anything on it. It just said de- I can't remember what it said now, deduction or whatever. Is that what the ded- is that what it is, 15.16? Uh, yes.

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