

Transcript: Sara

Marulanda-6420835627745280-5862786349449216

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? Yes, Kimberly Ramsey. Hello, Ms. Kimberly. How may I help you? Yes, I would like to opt out of my health insurance plan. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes, ma'am. American Staffing Corporation. I think that's what it is, American Staffing Corps. And, uh, and my Social's 5827. Thank you very much. And Ms. Kimberly, just for security purposes can you please verify your address and date of birth? Yes, ma'am. 14301 South Bluestem, Claremore, Oklahoma, 74017. And my birthday, 9-12-73. Email kramsey2010.kr@gmail.com? Yes, ma'am. Phone number 918-703-6352? Yes, uh-huh. Thank you very much. Give me just one minute please. Okay. Okay. Okay, you are already enrolled so what I'm going to have to do is a cancellation, not a declination. Okay. Give me just one minute, please. Okay. Okay. Um... Okay, I already send the cancellations. Eh, cancellations takes between 5 to 10 business days so you may see, eh, one or two more deductions before cancellation complete if there is any deductions. Okay. After that, there will be no more deductions. Okay, thank you so much. I appreciate you. You're more than welcome. Other than that is there anything else that I can help you with? I don't think so. That was it. All right, ma'am. So thank you for calling Benefits in a Cart. Wish you too have a wonderful day. Thank you, you too and Happy New Year to you. And to you, ma'am. Thank you very much. Thank you. Happy New Year. Mm-hmm. Bye-bye. Yes, 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? Yes, Kimberly Ramsey. Hello, Ms. Kimberly. How may I help you? Yes, I would like to opt out of my health insurance plan. Sure, I can help you with that. May I have the name of the agency that you are working with and the last four of your Social? Yes, ma'am. American Staffing Corporation. I think that's what it is, American Staffing Corps. And, uh, and my Social's 5827. Thank you very much. And Ms. Kimberly, just for security purposes can you please verify your address and date of birth? Yes, ma'am. 14301 South Bluestem, Claremore, Oklahoma, 74017. And my birthday, 9-12-73. Email kramsey2010.kr@gmail.com? Yes, ma'am. Phone number 918-703-6352? Yes, uh-huh. Thank you very much. Give me just one minute please. Okay. Okay. Okay, you are already enrolled so what I'm going to have to do is a cancellation, not a declination. Okay. Give me just one minute, please. Okay. Okay. Um... Okay, I already send the cancellations. Eh, cancellations takes between 5 to 10 business

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