

Transcript: Sara

Marulanda-6434625785118720-5920304116219904

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sergio Manzo. Hello, sir. How may I help you? Yes. Where am I speaking with all the... Is this Oxford or is it, uh, the actual... No. We are- What is it? We are Benefits in a Card, and we are the healthcare administrators for, um, Oxford and many other staffing companies. Okay, fine. Okay. Then cancel my, my, uh, my benefits. Everything. Okay, so you want your benefits? Canceled. Canceled. Okay. May I have the- The wrong- Go ahead, sir. No, I just need the last four digits of your Social. The wrong place. Mu-- My last four digits of my Social, or...? Yes, the last four digits of your Social Security number. Wait. Five, two, four, six. Thank you very much. And you're with Oxford, right? Yes. And you want to cancel medical and dental and vision? Everything. Okay. Okay. I already sent the cancellation request. Cancellation 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. Perfect. Okay. Um, other than that, is there anything else that I can help you with? There's nothing else. Thank you. Bye. Thank you for calling Benefits in a Card. Have a wonderful day.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Sergio Manzo. Hello, sir. How may I help you? Yes. Where am I speaking with all the... Is this Oxford or is it, uh, the actual... No. We are- What is it? We are Benefits in a Card, and we are the healthcare administrators for, um, Oxford and many other staffing companies. Okay, fine. Okay. Then cancel my, my, uh, my benefits. Everything. Okay, so you want your benefits? Canceled. Canceled. Okay. May I have the- The wrong- Go ahead, sir. No, I just need the last four digits of your Social. The wrong place. Mu-- My last four digits of my Social, or...? Yes, the last four digits of your Social Security number. Wait. Five, two, four, six. Thank you very much. And you're with Oxford, right? Yes. And you want to cancel medical and dental and vision? Everything. Okay. Okay. I already sent the cancellation request. Cancellation 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. Perfect. Okay. Um, other than that, is there anything else that I can help you with? There's nothing else. Thank you. Bye. Thank you for calling Benefits in a Card. Have a wonderful day.