

Transcript: Sara

Marulanda-6744481795063808-5520910775140352

Full Transcript

Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah. Kiele, K-I-E-L-E, Twarowski, T-W-A-R-O-W-S-K-I. Hello, ma'am. How may I help you? Um, so I have a Benefits in a Card plan, but I recently became eligible for a new health coverage plan at work, so I am enrolled in that now and need to cancel just the medical portion of my BIC plan. Okay. But keep Let me check your account. May I have the name of the agency and the last four of your Social, please? Yeah. It's Creative Circle and 1076. What is your last name again? Twarowski with a T. T-W-A-R-O-W-S-K-I. Okay, ma'am. And just for security purposes, can you please verify your address and date of birth? Yeah. My address is 1013 North Maple Court, Chandler, Arizona 85226. And date of birth is 8/02/1996. And is your email Kyle, Kiele, Wodows- kioletworowski@gmail.com, like your first name, your last name @gmail.com? Yes. Yes, that's correct. And is your... Thank you. And is your phone number 847-903-0603? Yes. That's correct. Okay. Thank you very much. So you want to, uh, cancel the Insurance Plus Premier. Is that correct? Just, uh, the medical. The medical portion. Yes. Okay. Because that one is under Section 125, I'm going to send you a Qualified Life Event, um, email for you to send us back the documents they're asking for in that email. Okay? Okay. Um, we need to send... Okay. You're gonna attach the proof of the insurance with the company and you're gonna re- you're gonna attach it to that email I'm going to send you and then you're going to resend. So that's going to... Yes. That's going through, uh, the main office. They're going to process that and if they approve it, I will be giving you a call, and then we can proceed with the cancellation of that plan. Okay, ma'am? Okay. Sounds good. So give me just a minute. I just want to be sure that you have received the email before we disconnect the call. Okay. Give me just a minute. Okay. I'm working on it. Thank you very much. Okay. I just sent it. Um, can you check your email and see if you have received something from Employee Benefits Center Card, please? Let's see. Yep, I just got it. Okay. So yes, yes. Attached, uh, to that email, uh, whatever document they're asking you there. Um, I think it's a proof of insurance and, uh- Yep. ... just send it back to us and then we go from there. Okay, ma'am? Okay. Sounds good. Thank you very much. All right. You're more than welcome. Anything else that I can help you with? Nope. That's it. Okay. Have a wonderful day and thank you for calling Benefits in a Card, ma'am. Thank you. You too. Bye. Thank you. Bye-bye.

Conversation Format

Speaker None: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name, please? Yeah. Kiele, K-I-E-L-E, Twarowski, T-W-A-R-O-W-S-K-I. Hello, ma'am. How may I help you? Um, so I have a Benefits in a Card plan, but I recently became eligible for a

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