

Transcript: VICTORIA

Taylor-4614188280627200-5091168121831424

Full Transcript

Thank you for calling Financial Center Cards. This is Victoria. How can I help you? Um, yes, this is, um, Sharfe, um, Jefferson. Uh, I'm hired on through, um, Third Staffing, and I work for the company Menlo. And I, I don't want the insurance 'cause I already got my own insurance. Okay. Uh, let me pull up your file so I can decline it for you. What's the last four- Thank you. ... of your Social? Um, you want the who or the last four? The last four. Oh, 7293. I'm sorry. I just couldn't hear you inside. You're fine. And, um, let's see. Do you mind verifying your address and date of birth? Um, yes. My date of birth is 12/17/1984, and my address is 2916 Jena Drive, Montgomery, Alabama, 36116. I did up- I think I put my other address on there. I probably put the, um, Daisy 2. Um. Do you see that one there? It looks like- Daisy 2. ... I have a 2... Yeah, 2 Daisy Lane. 2, 2 Daisy Lane. Yes, ma'am, Union Springs, Alabama. Okay, phone number 334-292-5014? Yes, ma'am. And then email is M-A-R-C-E-L and then, uh- 425. Yes, ma'am, marcel4252001@gmail.com. Okay. Yes, ma'am. So it looks like you are pending for enrollment. Um, what I can do is I can cancel the pending enrollment. Now typically, with cancellations, it takes about one to two weeks to be processed through your payroll department. So there is a possibility you'll see one to two, uh, payroll deductions. And how much is they? Uh, for the plan that they automatically enroll you into, it's \$16.80 a week. Uh, so what I was gonna say is with us canceling it, you very well may see one to two payroll deductions. Um, if you do, it will provide coverage for what you're paying for until the cancellation has been processed through payroll. Okay. And what they on paying for? Not being rude on today's I'm sorry. No, you're fine. So the MEC TeleRx, that is a preventative medical, and so it provides coverage for things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription for, uh, FreeRx, which is like a prescription plan. And then it also has the virtual urgent care. Okay. Yeah, yeah. Well, I'll just... If they take out two payments, that'll be fine then. Yeah, 'cause I already got BlueCross and BlueShield. I gotcha. Well, I already went ahead and submitted the request to have it canceled for you, and you should be good to go from here. Yes, ma'am. Thank you so much. You have a wonderful day. You're welcome. Have a good day. Yes, ma'am. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Financial Center Cards. This is Victoria. How can I help you?

Speaker speaker_1: Um, yes, this is, um, Sharfe, um, Jefferson. Uh, I'm hired on through, um, Third Staffing, and I work for the company Menlo. And I, I don't want the insurance 'cause I

already got my own insurance.

Speaker speaker_0: Okay. Uh, let me pull up your file so I can decline it for you. What's the last four-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... of your Social?

Speaker speaker_1: Um, you want the who or the last four?

Speaker speaker_0: The last four.

Speaker speaker_1: Oh, 7293. I'm sorry. I just couldn't hear you inside.

Speaker speaker_0: You're fine. And, um, let's see. Do you mind verifying your address and date of birth?

Speaker speaker_1: Um, yes. My date of birth is 12/17/1984, and my address is 2916 Jena Drive, Montgomery, Alabama, 36116. I did up- I think I put my other address on there. I probably put the, um, Daisy 2.

Speaker speaker_0: Um.

Speaker speaker_1: Do you see that one there?

Speaker speaker_0: It looks like-

Speaker speaker_1: Daisy 2.

Speaker speaker_0: ... I have a 2... Yeah, 2 Daisy Lane.

Speaker speaker_1: 2, 2 Daisy Lane. Yes, ma'am, Union Springs, Alabama.

Speaker speaker_0: Okay, phone number 334-292-5014?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is M-A-R-C-E-L and then, uh-

Speaker speaker_1: 425. Yes, ma'am, marcel4252001@gmail.com.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: So it looks like you are pending for enrollment. Um, what I can do is I can cancel the pending enrollment. Now typically, with cancellations, it takes about one to two weeks to be processed through your payroll department. So there is a possibility you'll see one to two, uh, payroll deductions.

Speaker speaker_1: And how much is they?

Speaker speaker_0: Uh, for the plan that they automatically enroll you into, it's \$16.80 a week. Uh, so what I was gonna say is with us canceling it, you very well may see one to two payroll

deductions. Um, if you do, it will provide coverage for what you're paying for until the cancellation has been processed through payroll.

Speaker speaker_1: Okay. And what they on paying for? Not being rude on today's I'm sorry.

Speaker speaker_0: No, you're fine. So the MEC TeleRx, that is a preventative medical, and so it provides coverage for things like yearly physicals, vaccinations and preventative screenings. It does also come with a subscription for, uh, FreeRx, which is like a prescription plan. And then it also has the virtual urgent care.

Speaker speaker_1: Okay. Yeah, yeah. Well, I'll just... If they take out two payments, that'll be fine then. Yeah, 'cause I already got BlueCross and BlueShield.

Speaker speaker_0: I gotcha. Well, I already went ahead and submitted the request to have it canceled for you, and you should be good to go from here.

Speaker speaker_1: Yes, ma'am. Thank you so much. You have a wonderful day.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: Yes, ma'am. Thank you.