

## **Transcript: VICTORIA**

**Taylor-4664606109679616-4689525241495552**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, I'm Ms. Sakhium Nai and I wanted to opt out of my benefits on the card. Okay. So what's the name of the agency you work for? Integrity. And the last four of your Social? 1261. Okay. And, I'm sorry, your first and last name again? S-A-K-H-I-U-M. My last name's N-A-I. Gotcha. Do you mind verifying your address and date of birth? 1284 N 54676 Suburban Drive, Oak Okay. ... Area. Yes. And then phone number is the same one you're calling from? Yes. And email is going to be lady2bseen11@icloud.com? Yes. Okay, give me one second. Let's get this. Okay, so I see that you're pending for enrollment already. Um, what I can do is I can put in a request to have that canceled for you. Typically, cancellations take about one to two weeks to be processed through payroll. Okay. So there is a possibility you'll see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay, so y- y- you're going to have the request in today for me? Yeah, I'm going to put in the request to have it canceled for you. It just typically takes about one to two weeks to be processed through payroll. Okay, so you had to, uh, process it and cancel it. Is that what you're trying to say to me? So again, I sent the request to your employer to have that pending enrollment canceled. Okay. However, it takes about one to two weeks for the cancellation to be processed through payroll. Okay. So there's a possibility you'll see one to two payroll deductions. Will they give me the money back or I have to just eat it up? Unfortunately, you would have had to opt out before being enrolled. Um, and that's... You didn't unfortunately, and that's why you were pending for enrollment. Oh, so I won't get that money back then? No, ma'am. Okay. Thank you so much. You're welcome. Was there anything else you might need help with? No. Uh, um, you said oh, one to two weeks? Okay. Yep. Okay. I would just keep an eye on your pay steps for the next one to two weeks. It's not a guarantee that it'll happen, um, but with it pending, I can't guarantee that it won't. Okay. And after about two weeks and it's stills taken out, I call you back? Yeah, but it... it shouldn't be taken out after two weeks. Okay. Okay. I appreciate it. You're welcome. You have a wonderful day. Okay, bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?



Speaker speaker\_2: Hi, I'm Ms. Sakhium Nai and I wanted to opt out of my benefits on the card.

Speaker speaker\_1: Okay. So what's the name of the agency you work for?

Speaker speaker\_2: Integrity.

Speaker speaker\_1: And the last four of your Social?

Speaker speaker\_2: 1261.

Speaker speaker\_1: Okay. And, I'm sorry, your first and last name again?

Speaker speaker\_2: S-A-K-H-I-U-M. My last name's N-A-I.

Speaker speaker\_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_2: 1284 N 54676 Suburban Drive, Oak

Speaker speaker\_3: Okay.

Speaker speaker\_2: ... Area. Yes.

Speaker speaker\_1: And then phone number is the same one you're calling from?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And email is going to be lady2bseen11@icloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, give me one second.

Speaker speaker\_3: Let's get this.

Speaker speaker\_1: Okay, so I see that you're pending for enrollment already. Um, what I can do is I can put in a request to have that canceled for you. Typically, cancellations take about one to two weeks to be processed through payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So there is a possibility you'll see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_2: Okay, so y- y- you're going to have the request in today for me?

Speaker speaker\_1: Yeah, I'm going to put in the request to have it canceled for you. It just typically takes about one to two weeks to be processed through payroll.

Speaker speaker\_2: Okay, so you had to, uh, process it and cancel it. Is that what you're trying to say to me?

Speaker speaker\_1: So again, I sent the request to your employer to have that pending enrollment canceled.



Speaker speaker\_2: Okay.

Speaker speaker\_1: However, it takes about one to two weeks for the cancellation to be processed through payroll.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So there's a possibility you'll see one to two payroll deductions.

Speaker speaker\_2: Will they give me the money back or I have to just eat it up?

Speaker speaker\_1: Unfortunately, you would have had to opt out before being enrolled. Um, and that's... You didn't unfortunately, and that's why you were pending for enrollment.

Speaker speaker\_2: Oh, so I won't get that money back then?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: You're welcome. Was there anything else you might need help with?

Speaker speaker\_2: No. Uh, um, you said oh, one to two weeks? Okay.

Speaker speaker\_1: Yep.

Speaker speaker\_2: Okay.

Speaker speaker\_1: I would just keep an eye on your pay steps for the next one to two weeks. It's not a guarantee that it'll happen, um, but with it pending, I can't guarantee that it won't.

Speaker speaker\_2: Okay. And after about two weeks and it's stills taken out, I call you back?

Speaker speaker\_1: Yeah, but it... it shouldn't be taken out after two weeks.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I appreciate it.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: Okay, bye-bye.