

Transcript: VICTORIA

Taylor-4758257820286976-6747919833153536

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? Yeah. I was calling 'cause I was needing to tap my, um, benefits that, um, the insurance that I had with y'all, it's just not working out for me. So, um, I had, uh, went to the doctor and stuff. Right now I'm owing like \$1,500 in, in, uh, medical bills and, I mean, the, the card didn't even help out on that before. Okay, so you're- So now I need to just take it off. I'm having to apply for different, uh, insurance. Okay. So you're wanting to cancel everything you're enrolled into? Yes, ma'am. Okay. What's the name of the agency you work for? Uh, uh, on s- what is it? It's on, um... What is it called? On, On Tracking? On Track- On Track Tapping? Uh-huh. Okay. And the last four of your social? 8220. All right. And your first and last name? Leticia Hernandez. Gotcha. Do you mind verifying your address and date of birth? Uh, date of birth is January the 2nd, 1973. Address is 221 9th Street, Grand Prairie, Texas 75105. Okay. Phone number 429-8355? Yes, it is. And then email is A-L-A-R-D-I-N-L.Jessica@yahoo.com? Yes, it is. Okay. Are you wanting to cancel everything you're enrolled into? Yes, ma'am. Okay. All right. So cancellations typically take about one to two weeks to be processed through your payroll. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Mm-hmm. Okay. Was there anything else you needed help with? No, no, you're good. Thank you. All righty. Awesome. You have a wonderful day. Thank you. Yes. 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: Yeah. I was calling 'cause I was needing to tap my, um, benefits that, um, the insurance that I had with y'all, it's just not working out for me. So, um, I had, uh, went to the doctor and stuff. Right now I'm owing like \$1,500 in, in, uh, medical bills and, I mean, the, the card didn't even help out on that before.

Speaker speaker_1: Okay, so you're-

Speaker speaker_2: So now I need to just take it off. I'm having to apply for different, uh, insurance.

Speaker speaker_1: Okay. So you're wanting to cancel everything you're enrolled into?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: Uh, uh, on s- what is it? It's on, um... What is it called? On, On Tracking? On Track-

Speaker speaker_1: On Track Tapping?

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 8220.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Leticia Hernandez.

Speaker speaker_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, date of birth is January the 2nd, 1973. Address is 221 9th Street, Grand Prairie, Texas 75105.

Speaker speaker_1: Okay. Phone number 429-8355?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: And then email is A-L-A-R-D-I-N-L.Jessica@yahoo.com?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. Are you wanting to cancel everything you're enrolled into?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. All right. So cancellations typically take about one to two weeks to be processed through your payroll. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Mm-hmm. Okay.

Speaker speaker_1: Was there anything else you needed help with?

Speaker speaker_2: No, no, you're good. Thank you.

Speaker speaker_1: All righty.

Speaker speaker_2: Awesome.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: Thank you. Yes. Bye.