

Transcript: VICTORIA

Taylor-4758567895646208-5296015675441152

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, how can I help you? Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, my name is Tyler White. I canceled my insurance through work, but I'm still paying for it. Okay. What's the name of the agency you work for? Uh, I work at ... What's the name of the staffing agency? Uh, ISN. Okay. And the last four of your Social? Uh, let me get it out. Okay. That ain't no harm. Um, eight, two, three, zero. And your first and last name? Tyler White. I'm sorry, did you say Tyler White? Yes. Okay. Uh, do you mind verifying your address and date of birth? Um, 1216 South Wilmington Street, Lot 78, and my date of birth is 5-18-1995. Phone number 812-605-3872? Uh, what was it? 812-605-3872. I changed my, my... I got a new phone. Okay. Is that the one you're calling from? Yeah. And then email is deathsbite6977@gmail.com? Yes. Okay. Give me one second. Okay. Yeah. I don't see that your coverage was ever canceled. We never received a request for cancellation. I canceled it, like, a month ago. How did you do that? Over the computer. Okay. I think- Uh, yeah, we haven't received anything since July. Uh, huh. I- Everything that we have is from July where you enrolled into it. I just know that I canceled a month ago and she, she gave me this number to call because it's, it's still pulling money out. Okay. Like I said, we haven't received a request for cancellation. I can go ahead and put one in for you. With that being said though, cancellations do typically take about one to two weeks to be processed through payroll. So there's a possibility you would see one to two more payroll deductions. Okay. Um, and of course if you do see one to two more deductions, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Okay. Uh, was there anything else you might need help with? No. That's it. All right. I will go ahead and send the request to have everything canceled for you and you should be good to go from here. Mm-hmm. Thank you. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, how can I help you?

Speaker speaker_2: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Um, my name is Tyler White. I canceled my insurance through work, but I'm still paying for it.

Speaker speaker_2: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, I work at ...

Speaker speaker_3: What's the name of the staffing agency?

Speaker speaker_1: Uh, ISN.

Speaker speaker_2: Okay. And the last four of your Social?

Speaker speaker_1: Uh, let me get it out.

Speaker speaker_2: Okay.

Speaker speaker_1: That ain't no harm. Um, eight, two, three, zero.

Speaker speaker_2: And your first and last name?

Speaker speaker_1: Tyler White.

Speaker speaker_2: I'm sorry, did you say Tyler White?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Um, 1216 South Wilmington Street, Lot 78, and my date of birth is 5-18-1995.

Speaker speaker_2: Phone number 812-605-3872?

Speaker speaker_1: Uh, what was it?

Speaker speaker_2: 812-605-3872.

Speaker speaker_1: I changed my, my... I got a new phone.

Speaker speaker_2: Okay. Is that the one you're calling from?

Speaker speaker_1: Yeah.

Speaker speaker_2: And then email is deathsbite6977@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. Give me one second.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. I don't see that your coverage was ever canceled. We never received a request for cancellation.

Speaker speaker_1: I canceled it, like, a month ago.

Speaker speaker_2: How did you do that?

Speaker speaker_1: Over the computer.

Speaker speaker_2: Okay.

Speaker speaker_1: I think-

Speaker speaker_2: Uh, yeah, we haven't received anything since July.

Speaker speaker_1: Uh, huh. I-

Speaker speaker_2: Everything that we have is from July where you enrolled into it.

Speaker speaker_1: I just know that I canceled a month ago and she, she gave me this number to call because it's, it's still pulling money out.

Speaker speaker_2: Okay. Like I said, we haven't received a request for cancellation. I can go ahead and put one in for you. With that being said though, cancellations do typically take about one to two weeks to be processed through payroll. So there's a possibility you would see one to two more payroll deductions.

Speaker speaker_1: Okay.

Speaker speaker_2: Um, and of course if you do see one to two more deductions, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_1: Okay.

Speaker speaker_2: Uh, was there anything else you might need help with?

Speaker speaker_1: No. That's it.

Speaker speaker_2: All right. I will go ahead and send the request to have everything canceled for you and you should be good to go from here.

Speaker speaker_1: Mm-hmm. Thank you.

Speaker speaker_2: Thank you. Bye-bye.

Speaker speaker_1: Bye.