

Transcript: VICTORIA

Taylor-4818255760277504-4949760813776896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're being paid medical insurance from your work. Thank you for calling Benefits on a Card, Victoria. How can I help you? Huh? Yeah, Victoria. How are you today? Good, how are you? Not too bad. There are 20 of them. Uh, not too bad. I would like to disenroll out of my medical insurance. Okay. Uh, what's the name of the agency you work for? Berge. Gotcha. And the last four of your Social? 7788. Okay. 300 00:11:03,590 -- 00:11:07,490 6788. All right, and your first and last name? Randy Barrett. Okay, gotcha here. Do you mind verifying your address and date of birth? Sure, it's 1524 East Burt Drive, Lot 13, Columbia, Indiana. No, Tennessee. Or Columbia, Tennessee. I'm sorry. 38401. Okay. And my date of birth is 7/3/74. Okay. Phone number 260-258-0934? Correct. And then email is gonna be, uh, first and last name junior40@gmail.com? Correct. Okay. So you're just wanting to cancel the coverage? Yeah, because I'm... Through my doctor I'm on a sliding scale fee and it's actually cheaper to go that route, and the insurance does not cover any of my medication. Okay. So it's just \$15 a week that I'm forking out for nothing. Gotcha. So I will- And it's only for a month and a half. Okay. No worries. Um, I will go ahead and send the request to have it canceled for you. I know typically- Thank you. ... cancellations take about one to two weeks to be processed through payroll. Okay. So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation. All right, thank you very much. You're welcome. Did you need help with anything else? No, I think it's very good preventive Medicare or, uh, insurance, but it's not good for, um, somebody who actually takes medications on a daily. Okay. All righty. Well, um, I went ahead and- But I do appreciate it. Yes, sir. I went ahead and sent in the request to have it canceled, and you should be good to go from here. All right, thank you very much. Yes, sir. Have a good day. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: You're being paid medical insurance from your work.

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

Speaker speaker_1: Huh?

Speaker speaker_3: Yeah, Victoria. How are you today?

Speaker speaker_2: Good, how are you?

Speaker speaker_1: Not too bad. There are 20 of them.

Speaker speaker_3: Uh, not too bad. I would like to disenroll out of my medical insurance.

Speaker speaker_2: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_3: Berge.

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

Speaker speaker_3: 7788.

Speaker speaker_1: Okay. 300 00:11:03,590 -- 00:11:07,490 6788.

Speaker speaker_2: All right, and your first and last name?

Speaker speaker_3: Randy Barrett.

Speaker speaker_2: Okay, gotcha here. Do you mind verifying your address and date of birth?

Speaker speaker_3: Sure, it's 1524 East Burt Drive, Lot 13, Columbia, Indiana.

Speaker speaker_1: No, Tennessee.

Speaker speaker_3: Or Columbia, Tennessee. I'm sorry. 38401.

Speaker speaker_2: Okay.

Speaker speaker_3: And my date of birth is 7/3/74.

Speaker speaker_2: Okay. Phone number 260-258-0934?

Speaker speaker_3: Correct.

Speaker speaker_2: And then email is gonna be, uh, first and last name junior40@gmail.com?

Speaker speaker_3: Correct.

Speaker speaker_2: Okay. So you're just wanting to cancel the coverage?

Speaker speaker_3: Yeah, because I'm... Through my doctor I'm on a sliding scale fee and it's actually cheaper to go that route, and the insurance does not cover any of my medication.

Speaker speaker_2: Okay.

Speaker speaker_3: So it's just \$15 a week that I'm forking out for nothing.

Speaker speaker_2: Gotcha. So I will-

Speaker speaker_3: And it's only for a month and a half.

Speaker speaker_2: Okay. No worries. Um, I will go ahead and send the request to have it canceled for you. I know typically-

Speaker speaker_3: Thank you.

Speaker speaker_2: ... cancellations take about one to two weeks to be processed through payroll.

Speaker speaker_3: Okay.

Speaker speaker_2: So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation.

Speaker speaker_3: All right, thank you very much.

Speaker speaker_2: You're welcome. Did you need help with anything else?

Speaker speaker_3: No, I think it's very good preventive Medicare or, uh, insurance, but it's not good for, um, somebody who actually takes medications on a daily.

Speaker speaker_2: Okay. All righty. Well, um, I went ahead and-

Speaker speaker_3: But I do appreciate it.

Speaker speaker_2: Yes, sir. I went ahead and sent in the request to have it canceled, and you should be good to go from here.

Speaker speaker_3: All right, thank you very much.

Speaker speaker_2: Yes, sir. Have a good day.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_2: Bye-bye.