

## Transcript: VICTORIA

**Taylor-4929252309385216-5257508841635840**

### Full Transcript

Thank you for calling Benefits on a Card. This is how can I help you? Uh, yeah, so I have a policy with you guys and I got a message that it, uh, it, I guess canceled, but I just wanted to check on the policy and if so, that's fine. I'll, I'll just... I mean, we don't have to... Can, can you pull up my policy please? Sure. What's the name of the agency you work for? Uh, u- do... Like my job, it's Lenovo or, uh, TRC. So it's not the agency? Yeah, it's, uh, TRC. And the last four of your Social? 5377. Okay. And what's your first and last name? Taron Clinton. Great. Do you mind verifying your address and date of birth? Uh, yeah. Date of birth was August 29, 1973. Uh, address, I just moved, uh, so 1135 Bridgeford Lake, uh, Circle, that's Apartment F, Greensboro, North Carolina, 37407. Phone number 336-259-7905? You got it. And then email is first name dot last name @gmail? Correct. Okay. Are you on a assignment with them currently? Uh, yeah, but I had death in the family. So, my son died, so I haven't been... I haven't... My, my son got killed actually, and I haven't been here a couple weeks. But, I mean, since you... So, I got the message so you canceled the insurance, right? No. So the coverage is, is not canceled. So what happens is whenever, like, for whatever reason if you're not working or not on an assignment, we don't receive the payroll deduction. Um, so I don't see that your coverage was active for last week, and the coverage is not active for this week. You do have- Yeah. ... the option to make a direct payment for the coverage, otherwise it just wouldn't be active for the week. Now- Okay. ... once you return back- So can I cancel it? Yeah. I mean, if you wanna cancel the coverage, we can do that. Are you wanting to cancel everything that you're enrolled in, sir? Everything. Everything. Okay. So cancellations typically take about one to two weeks to be processed- Okay. ... through your payroll. Sure. Um, typically, if you are currently working with them, there is a possibility you would see one to two payroll deductions. Mm-hmm. Um, if you do see those deductions, they will provide the coverage you're paying for until the cancellation has been processed. Okay. So about two, about two weeks you said before it's always canceled? Yes, sir. It takes about one to two weeks. One to two weeks. That's great. I appreciate it. So will you email me something that says that or somebody who'll let me know when it's canceled or how does that work? Um, I can send you a cancellation confirmation to your email. Um, that's no problem. Absolutely. Absolutely. Uh, like I said, it just- That would be great. Okay. It just takes about one to two weeks for that cancellation to be processed through payroll. So we won't know when payroll cancels it, um, 'cause we're separate from payroll unfortunately. But I, I can- Okay. ... send you a confirmation. All right. Very good. I appreciate it. Yes, sir. Do you need help with anything else? Uh-huh. No, ma'am, that's gonna do it. All right. You have a wonderful day. Thank you. Thank you. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is how can I help you?

Speaker speaker\_1: Uh, yeah, so I have a policy with you guys and I got a message that it, uh, it, I guess canceled, but I just wanted to check on the policy and if so, that's fine. I'll, I'll just... I mean, we don't have to... Can, can you pull up my policy please?

Speaker speaker\_0: Sure. What's the name of the agency you work for?

Speaker speaker\_1: Uh, u- do... Like my job, it's Lenovo or, uh, TRC.

Speaker speaker\_0: So it's not the agency?

Speaker speaker\_1: Yeah, it's, uh, TRC.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 5377.

Speaker speaker\_0: Okay. And what's your first and last name?

Speaker speaker\_1: Taron Clinton.

Speaker speaker\_0: Great. Do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, yeah. Date of birth was August 29, 1973. Uh, address, I just moved, uh, so 1135 Bridgeford Lake, uh, Circle, that's Apartment F, Greensboro, North Carolina, 37407.

Speaker speaker\_0: Phone number 336-259-7905?

Speaker speaker\_1: You got it.

Speaker speaker\_0: And then email is first name dot last name @gmail?

Speaker speaker\_1: Correct.

Speaker speaker\_0: Okay. Are you on a assignment with them currently?

Speaker speaker\_1: Uh, yeah, but I had death in the family. So, my son died, so I haven't been... I haven't... My, my son got killed actually, and I haven't been here a couple weeks. But, I mean, since you... So, I got the message so you canceled the insurance, right?

Speaker speaker\_0: No. So the coverage is, is not canceled. So what happens is whenever, like, for whatever reason if you're not working or not on an assignment, we don't receive the payroll deduction. Um, so I don't see that your coverage was active for last week, and the coverage is not active for this week. You do have-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ... the option to make a direct payment for the coverage, otherwise it just wouldn't be active for the week. Now-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... once you return back-

Speaker speaker\_1: So can I cancel it?

Speaker speaker\_0: Yeah. I mean, if you wanna cancel the coverage, we can do that. Are you wanting to cancel everything that you're enrolled in, sir?

Speaker speaker\_1: Everything. Everything.

Speaker speaker\_0: Okay. So cancellations typically take about one to two weeks to be processed-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... through your payroll.

Speaker speaker\_1: Sure.

Speaker speaker\_0: Um, typically, if you are currently working with them, there is a possibility you would see one to two payroll deductions.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, if you do see those deductions, they will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_1: Okay. So about two, about two weeks you said before it's always canceled?

Speaker speaker\_0: Yes, sir. It takes about one to two weeks.

Speaker speaker\_1: One to two weeks. That's great. I appreciate it. So will you email me something that says that or somebody who'll let me know when it's canceled or how does that work?

Speaker speaker\_0: Um, I can send you a cancellation confirmation to your email. Um, that's no problem.

Speaker speaker\_1: Absolutely. Absolutely.

Speaker speaker\_0: Uh, like I said, it just-

Speaker speaker\_1: That would be great.

Speaker speaker\_0: Okay. It just takes about one to two weeks for that cancellation to be processed through payroll. So we won't know when payroll cancels it, um, 'cause we're separate from payroll unfortunately. But I, I can-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... send you a confirmation.

Speaker speaker\_1: All right. Very good. I appreciate it.

Speaker speaker\_0: Yes, sir. Do you need help with anything else?

Speaker speaker\_1: Uh-huh. No, ma'am, that's gonna do it.

Speaker speaker\_0: All right. You have a wonderful day.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Thank you. Bye-bye.