

Transcript: VICTORIA

Taylor-5063196960145408-5116637896032256

Full Transcript

Thank you for calling Benefits on a Card h. This is Victoria. How can I help you? Oh, yeah, uh, this is Treian Greer and, um, I work for American Staff, um... Company and they, they told me, um, they sent me a link say that you can make changes in your enrollment for the insurance. But I wanna, I wanna opt out. Okay. What's the, uh, last four of your Social? Okay, it's 5240. And, I'm sorry, your first and last name again? Oh, sorry, yeah, y- you heard it, uh, Treian. It's T-R-A-B, in boy, I-A-N, um, last name is Greer, G-R-E-E-R. Okay. Do you mind verifying your address and date of birth? Yeah, my, my home address? Yep, and then your date of birth as well. Okay. My home address is 522 South Broadway Avenue, Springfield, Missouri, um, 65806, and my date of birth is 10/02/1979. And then phone number is gonna be 417-353-4264? Yes, ma'am. And then email's gonna be treig797@gmail.com? Yes. Okay. Um, so I do see that you're pending for enrollment. I can definitely put in a request to have it canceled for you. Um- Okay, thank you. With that being said, you are still pending for it, so you may see one to two payroll deductions. Um, if you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. She said I might, I might see, uh, one to two deductions on my payroll. 'Cause it's still pending. She will, she gonna opt it out? Yeah, okay, that's fine. Okay. Um, was there anything else you might need help with? No, I just wanted to opt it out. Okay. Like I said, I can't opt you out because you're already pending for it, but I did- Yeah. ... send a request to have it canceled. Uh-huh. Um, it's not a guarantee that you'll see one to two payroll deductions, but it is possible. So if you do see it, it will provide the coverage you're paying for until the cancellation has been processed through payroll. Okay, no problem. Thank you. You're welcome. You have a wonderful day. You as well. Bye-bye. Thank you, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card h. This is Victoria. How can I help you?

Speaker speaker_1: Oh, yeah, uh, this is Treian Greer and, um, I work for American Staff, um... Company and they, they told me, um, they sent me a link say that you can make changes in your enrollment for the insurance. But I wanna, I wanna opt out.

Speaker speaker_0: Okay. What's the, uh, last four of your Social?

Speaker speaker_1: Okay, it's 5240.

Speaker speaker_0: And, I'm sorry, your first and last name again?

Speaker speaker_1: Oh, sorry, yeah, y- you heard it, uh, Treian. It's T-R-A-B, in boy, I-A-N, um, last name is Greer, G-R-E-E-R.

Speaker speaker_0: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_1: Yeah, my, my home address?

Speaker speaker_0: Yep, and then your date of birth as well.

Speaker speaker_1: Okay. My home address is 522 South Broadway Avenue, Springfield, Missouri, um, 65806, and my date of birth is 10/02/1979.

Speaker speaker_0: And then phone number is gonna be 417-353-4264?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email's gonna be treig797@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, so I do see that you're pending for enrollment. I can definitely put in a request to have it canceled for you. Um-

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: With that being said, you are still pending for it, so you may see one to two payroll deductions. Um, if you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: She said I might, I might see, uh, one to two deductions on my payroll. 'Cause it's still pending. She will, she gonna opt it out? Yeah, okay, that's fine.

Speaker speaker_0: Okay. Um, was there anything else you might need help with?

Speaker speaker_1: No, I just wanted to opt it out.

Speaker speaker_0: Okay. Like I said, I can't opt you out because you're already pending for it, but I did-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... send a request to have it canceled.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: Um, it's not a guarantee that you'll see one to two payroll deductions, but it is possible. So if you do see it, it will provide the coverage you're paying for until the cancellation has been processed through payroll.

Speaker speaker_1: Okay, no problem. Thank you.

Speaker speaker_0: You're welcome. You have a wonderful day.

Speaker speaker_1: You as well. Bye-bye.

Speaker speaker_0: Thank you, bye-bye.