

Transcript: VICTORIA

Taylor-5103078608781312-5973142279077888

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, is this Mr. Jones? Who is this? Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance for Hamilton/Riker Group. Ah. Hey, um, so we tried sending you one of your ID cards but it came back to us, so I just wanted to verify your address. Um... Actually, I wanted to talk about that. Okay. Is there any way I can maybe, like, cancel that package or whatever? Yeah. Are you just wanting to cancel the medical or are you wanting to cancel the vision too? Oh, yeah, both. Okay. Um, yeah, I can go ahead and put in a request to have it canceled for you. Now, I will say, um, cancellations are not immediate. It does typically take about one to two weeks for the cancellation to be processed through your payroll department. Um- Oh. ... so you very well may see one to two more deductions. Mm-hmm. If you do, uh, it will provide the coverage that you're paying for until the cancellation has been processed. Okay, that's fine. Now, did you want me to go ahead and try and resend this ID card to you? Yeah. Okay. Now, the address I have is 4227, uh, Witner, W-I-T-N-E-R, Street. Yeah, it's a, it's a different address. Uh, 705 and, oh, North, uh, E-V-E-R Street. Ever. Okay, so 705 North... Ever Street? Yeah. E-V-E-R? Okay. Is that still in, uh, Barburton?

Conversation Format

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

Speaker speaker_1: Hi, is this Mr. Jones?

Speaker speaker_2: Who is this?

Speaker speaker_1: Hey, this is Victoria with Benefits and a Card. We administer the, uh, medical insurance for Hamilton/Riker Group.

Speaker speaker_2: Ah.

Speaker speaker_1: Hey, um, so we tried sending you one of your ID cards but it came back to us, so I just wanted to verify your address.

Speaker speaker_2: Um... Actually, I wanted to talk about that.

Speaker speaker_1: Okay.

Speaker speaker_2: Is there any way I can maybe, like, cancel that package or whatever?

Speaker speaker_1: Yeah. Are you just wanting to cancel the medical or are you wanting to cancel the vision too?

Speaker speaker_2: Oh, yeah, both.

Speaker speaker_1: Okay. Um, yeah, I can go ahead and put in a request to have it canceled for you. Now, I will say, um, cancellations are not immediate. It does typically take about one to two weeks for the cancellation to be processed through your payroll department. Um-

Speaker speaker_2: Oh.

Speaker speaker_1: ... so you very well may see one to two more deductions.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: If you do, uh, it will provide the coverage that you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_1: Now, did you want me to go ahead and try and resend this ID card to you?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Now, the address I have is 4227, uh, Witner, W-I-T-N-E-R, Street.

Speaker speaker_2: Yeah, it's a, it's a different address. Uh, 705 and, oh, North, uh, E-V-E-R Street. Ever.

Speaker speaker_1: Okay, so 705 North... Ever Street?

Speaker speaker_2: Yeah.

Speaker speaker_1: E-V-E-R? Okay. Is that still in, uh, Barburton?