

Transcript: VICTORIA

Taylor-5455228646146048-5260015201894400

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. This is Linda, um, American Public Life APL. How are you? Good. How are you? I'm good. Um, I have an Anthony Anderson on the phone and he's wanting to cancel his policies. He's with Surge. Okay. Uh- Mm-hmm. What's the last four of the social? 0143. Okay. Uh, would you be able to verify the address and date of birth? Uh, yes, I did. Um, let's see. His date of birth is 03/08/'87. Okay. And the address is 4485 County Road 1212, Pinemont, Alabama. Okay. All righty. I got him up. All right. Thank you, and here he is. Okay. Thank you for holding. This is Victoria with Benefits on a Card. How can I help you? Yes, ma'am. I was calling to see if you could cancel my policy for me. Uh, I got this insurance through my employer, through Surge Staffing, who I work through. And - And- ... has coverage where we live. And where we live, nobody accepts the insurance. Like, I'm still having to pay out of pocket for my doctor's visit, prescriptions and everything, and I'm like, "Well, there's no sense in even having it." So I looked into... A couple guys at work was telling me, uh, Blue, go to Blue Cross Blue Shield through the marketplace. And so that's what I've done and found some better coverage. So I was calling to see if you could help me cancel this one. Okay. Um, so I see you're enrolled into a couple things. Are you wanting to cancel everything you're enrolled into? Y- yes, ma'am. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. You may see- Okay. ... one to two more, uh, payroll deductions. If you do- Okay. ... it will provide the coverage you're paying for until the cancellation has been processed. Okay. Um, was there anything else you might need help with? No, I just needed to cancel my coverage. Okay. I went ahead and submitted the request to have everything canceled for you. Okay. Thank you. Yeah, 'cause like I said, it's coming outta my paycheck, but it's doing me no good to use it, so that's just like throwing money away. You know what I mean? I understand. Well, all right. So it'll be canceled in a week or two? Yes, sir. It typically takes about one to two weeks for, uh, payroll to cancel it. Okay. Thank you so much. You're welcome. 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: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi, Victoria. This is Linda, um, American Public Life APL. How are you?

Speaker speaker_1: Good. How are you?

Speaker speaker_2: I'm good. Um, I have an Anthony Anderson on the phone and he's wanting to cancel his policies. He's with Surge.

Speaker speaker_1: Okay. Uh-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: What's the last four of the social?

Speaker speaker_2: 0143.

Speaker speaker_1: Okay. Uh, would you be able to verify the address and date of birth?

Speaker speaker_2: Uh, yes, I did. Um, let's see. His date of birth is 03/08/'87.

Speaker speaker_1: Okay.

Speaker speaker_2: And the address is 4485 County Road 1212, Pinemont, Alabama.

Speaker speaker_1: Okay. All righty. I got him up.

Speaker speaker_2: All right. Thank you, and here he is.

Speaker speaker_1: Okay. Thank you for holding. This is Victoria with Benefits on a Card. How can I help you?

Speaker speaker_3: Yes, ma'am. I was calling to see if you could cancel my policy for me. Uh, I got this insurance through my employer, through Surge Staffing, who I work through.

Speaker speaker_2: And -

Speaker speaker_3: And-

Speaker speaker_2: ... has coverage where we live.

Speaker speaker_3: And where we live, nobody accepts the insurance. Like, I'm still having to pay out of pocket for my doctor's visit, prescriptions and everything, and I'm like, "Well, there's no sense in even having it." So I looked into... A couple guys at work was telling me, uh, Blue, go to Blue Cross Blue Shield through the marketplace. And so that's what I've done and found some better coverage. So I was calling to see if you could help me cancel this one.

Speaker speaker_1: Okay. Um, so I see you're enrolled into a couple things. Are you wanting to cancel everything you're enrolled into?

Speaker speaker_3: Y- yes, ma'am.

Speaker speaker_1: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. You may see-

Speaker speaker_3: Okay.

Speaker speaker_1: ... one to two more, uh, payroll deductions. If you do-

Speaker speaker_3: Okay.

Speaker speaker_1: ... it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_3: Okay.

Speaker speaker_1: Um, was there anything else you might need help with?

Speaker speaker_3: No, I just needed to cancel my coverage.

Speaker speaker_1: Okay. I went ahead and submitted the request to have everything canceled for you.

Speaker speaker_3: Okay. Thank you. Yeah, 'cause like I said, it's coming outta my paycheck, but it's doing me no good to use it, so that's just like throwing money away. You know what I mean?

Speaker speaker_1: I understand.

Speaker speaker_3: Well, all right. So it'll be canceled in a week or two?

Speaker speaker_1: Yes, sir. It typically takes about one to two weeks for, uh, payroll to cancel it.

Speaker speaker_3: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_3: You too. Bye-bye.

Speaker speaker_1: Bye-bye.