

Transcript: VICTORIA

Taylor-5508673640120320-5472568265981952

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? Uh, yes. I would like to cancel my insurance, please. Okay. And what's the name of the agency you work for? Uh, w- uh, Surge Staffing in Tiffin, Ohio. And the last four of your social? 5868 Larry J. Rollins Jr. Okay. Uh, do you mind verifying your address and date of birth? Uh, yes. 286 South Industrial Street, Tiffin, Ohio, 8/18/90, August 1890. Okay. Phone number is 371-7196? M- yes. And then email is, uh, tiffsue1990@gmail.com? Yes. Okay. And you're wanting to cancel everything you're enrolled in too? Um, just, uh, I only got the vision and dental. I'll keep that, but I wanna get rid of the other one, so. Okay, so I see you're enrolled into dental, vision, the VIP Standard, behavioral health and the MEC TeleRx. Yeah, just give me all that. So just give us the dental and vision? Yeah. Just the, uh, the dental and vision. And can you tell me the new total please? Sure. Give me just one second. Thank you so much. So now I was paying like 42 something altogether and it ... like vision and dental are the cheapest. Thank you. So, it looks like dental and vision for employee only would be \$6.32. Yeah. I'll stick with that, please. Okay. Um, so I know it typically takes about one to two weeks for, um, the changes to be processed through your payroll. So you very well may see one to two more deductions for the, uh, VIP Standard, behavioral health and the MEC TeleRx. If you do- Yeah. ... it will provide the coverage you're paying for until the changes have been processed through your payroll. Okay, but I shouldn't get charged after about two weeks, right? Yeah. To my knowledge it takes about one to two weeks for any type of change or cancellation to be processed. All right. Thank you so much. You're welcome. Was there anything else you might need help with? Um, that's about it. I appreciate your help. Yes, sir. You have a wonderful day. You do too, bye-bye. Thank you.

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: Uh, yes. I would like to cancel my insurance, please.

Speaker speaker_1: Okay. And what's the name of the agency you work for?

Speaker speaker_2: Uh, w- uh, Surge Staffing in Tiffin, Ohio.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 5868 Larry J. Rollins Jr.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, yes. 286 South Industrial Street, Tiffin, Ohio, 8/18/90, August 1890.

Speaker speaker_1: Okay. Phone number is 371-7196?

Speaker speaker_2: M- yes.

Speaker speaker_1: And then email is, uh, tiffsue1990@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you're wanting to cancel everything you're enrolled in too?

Speaker speaker_2: Um, just, uh, I only got the vision and dental. I'll keep that, but I wanna get rid of the other one, so.

Speaker speaker_1: Okay, so I see you're enrolled into dental, vision, the VIP Standard, behavioral health and the MEC TeleRx.

Speaker speaker_2: Yeah, just give me all that.

Speaker speaker_1: So just give us the dental and vision?

Speaker speaker_2: Yeah. Just the, uh, the dental and vision. And can you tell me the new total p- please?

Speaker speaker_1: Sure. Give me just one second.

Speaker speaker_2: Thank you so much. So now I was paying like 42 something altogether and it ... like vision and dental are the cheapest . Thank you.

Speaker speaker_1: So, it looks like dental and vision for employee only would be \$6.32.

Speaker speaker_2: Yeah. I'll stick with that, please.

Speaker speaker_1: Okay. Um, so I know it typically takes about one to two weeks for, um, the changes to be processed through your payroll. So you very well may see one to two more deductions for the, uh, VIP Standard, behavioral health and the MEC TeleRx. If you do-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... it will provide the coverage you're paying for until the changes have been processed through your payroll.

Speaker speaker_2: Okay, but I shouldn't get charged after about two weeks, right?

Speaker speaker_1: Yeah. To my knowledge it takes about one to two weeks for any type of change or cancellation to be processed.

Speaker speaker_2: All right. Thank you so much.

Speaker speaker_1: You're welcome. Was there anything else you might need help with?

Speaker speaker_2: Um, that's about it. I appreciate your help.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You do too, bye-bye.

Speaker speaker_1: Thank you.