

Transcript: VICTORIA

Taylor-5538156556763136-6072209970216960

Full Transcript

Thank you for calling Benefits on a Card, this is Victoria. How can I help you? Yes, I just received a text message saying that there was a lapse in coverage for the last one, two weeks due to missed payroll deduction. What do they cover? What are you talking about? This is for medical insurance if you work... you're like a staffing or a temp agency. Yes, I was but I'm not working for the temp agency anymore. Okay, so that's why you received the message. Just letting you know because we didn't receive the payroll deduction for the coverage. It's not active. You do have the option to make a direct payment with us if you want to continue the coverage but just letting you know what's going on. No, you can cancel it. Yeah, you can cancel the service now. Okay. I mean, I can definitely do that for you but if you're no longer working with them and have no plans to return back to work, it'll cancel out on its own. Yeah, 'cause it's actually interfering with the insurance that I already have. I didn't even sign up for the insurance with the temp service. Okay. Um, let me pull up your file. What's the last four of your Social? 9611. And your first and last name? Tina Hood. And then if you'll verify your address and date of birth. Address is 110 Champagne Street, Greenwood, Mississippi 3895... um, 38930. Date of birth is 03/21/1981. Phone number is 678-548-0137. 0137. Yes. Email is tinaraji49@gmail... 49. Yeah. Now, do you have plans to return back with temp staffing? No. Uh, uh, um, I'm with employment now. Okay. I will go ahead and cancel the coverage. The only reason why I was asking i- if you planned on returning with them is 'cause it typically takes about one to two weeks for cancellations to be processed, but if you're no longer working with them then you don't have to worry about that. Okay. Yeah, I'm not working with them. Did you need help with anything else? No, that was all. Thank you so very much. You're welcome. Have a good day. You too. Thank you. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, I just received a text message saying that there was a lapse in coverage for the last one, two weeks due to missed payroll deduction. What do they cover? What are you talking about?

Speaker speaker_0: This is for medical insurance if you work... you're like a staffing or a temp agency.

Speaker speaker_1: Yes, I was but I'm not working for the temp agency anymore.

Speaker speaker_0: Okay, so that's why you received the message. Just letting you know because we didn't receive the payroll deduction for the coverage. It's not active. You do have the option to make a direct payment with us if you want to continue the coverage but just letting you know what's going on.

Speaker speaker_1: No, you can cancel it. Yeah, you can cancel the service now.

Speaker speaker_0: Okay. I mean, I can definitely do that for you but if you're no longer working with them and have no plans to return back to work, it'll cancel out on its own.

Speaker speaker_1: Yeah, 'cause it's actually interfering with the insurance that I already have. I didn't even sign up for the insurance with the temp service.

Speaker speaker_0: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_1: 9611.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Tina Hood.

Speaker speaker_0: And then if you'll verify your address and date of birth.

Speaker speaker_1: Address is 110 Champagne Street, Greenwood, Mississippi 3895... um, 38930. Date of birth is 03/21/1981.

Speaker speaker_0: Phone number is 678-548-0137.

Speaker speaker_1: 0137. Yes.

Speaker speaker_0: Email is tinaraji49@gmail...

Speaker speaker_1: 49. Yeah.

Speaker speaker_0: Now, do you have plans to return back with temp staffing?

Speaker speaker_1: No. Uh, uh, um, I'm with employment now.

Speaker speaker_0: Okay. I will go ahead and cancel the coverage. The only reason why I was asking i- if you planned on returning with them is 'cause it typically takes about one to two weeks for cancellations to be processed, but if you're no longer working with them then you don't have to worry about that.

Speaker speaker_1: Okay. Yeah, I'm not working with them.

Speaker speaker_0: Did you need help with anything else?

Speaker speaker_1: No, that was all. Thank you so very much.

Speaker speaker_0: You're welcome. Have a good day.

Speaker speaker_1: You too.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye-bye.