

Transcript: VICTORIA

Taylor-5547859636076544-4945373904715776

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. I'm with my husband, Greg Brown. Um, I called earlier today. We want to cancel his medical insurance, and the gentleman I spoke to said that my husband had to be present. Okay. Uh, give me just one second. Sure. All righty. Do you mind if I speak with him? Yeah. He's standing right here. We have you on speakerphone. Yeah, this is Greg Brown. Hey, uh, what's the name of the agency you work for? MAU. MAU. And the last four of your Social? 4100. And I'm sorry, your first and last name again? Greg Brown. Okay. Do you mind verifying your address and date of birth? 12671 4300 East 625 South Wakaville. Whispers. 600. All right. Phone number is 260-343-8183? Correct. And then e- the email is thebrowns113@yahoo.com? Correct. Okay. Give me one second. So it looks like you would actually have to wait for the company open enrollment period to start to cancel the coverage. Um, and I believe that open enrollment period starts next Monday. Let me double check. The 16th. I'm looking to verify the dates now. Give me just one second. Sure. Actually, it starts on the 23rd of December. Okay. Yep. So if he calls back on the 23rd of December, we should be able to cancel everything. Okay. And we only want to cancel right now the medical. We want to keep the vision and the dental. We can do that, correct? Yeah. Uh, we just can't do it as of, as of today, but when he calls back on the 23rd, he should be able to cancel just the medical and keep the dental and vision. Okay. Awesome. All righty. Did you guys need help with anything else? No, everything... it's all good. All righty. You have a wonderful day. Thank you. You too. Thank you. 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. I'm with my husband, Greg Brown. Um, I called earlier today. We want to cancel his medical insurance, and the gentleman I spoke to said that my husband had to be present.

Speaker speaker_1: Okay. Uh, give me just one second.

Speaker speaker_2: Sure.

Speaker speaker_1: All righty. Do you mind if I speak with him?

Speaker speaker_2: Yeah. He's standing right here. We have you on speakerphone.

Speaker speaker_3: Yeah, this is Greg Brown.

Speaker speaker_1: Hey, uh, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_3: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_3: 4100.

Speaker speaker_1: And I'm sorry, your first and last name again?

Speaker speaker_3: Greg Brown.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_3: 12671 4300 East 625 South Wakaville.

Speaker speaker_2: Whispers. 600.

Speaker speaker_1: All right. Phone number is 260-343-8183?

Speaker speaker_3: Correct.

Speaker speaker_1: And then e- the email is thebrowns113@yahoo.com?

Speaker speaker_3: Correct.

Speaker speaker_1: Okay. Give me one second. So it looks like you would actually have to wait for the company open enrollment period to start to cancel the coverage. Um, and I believe that open enrollment period starts next Monday. Let me double check.

Speaker speaker_2: The 16th.

Speaker speaker_1: I'm looking to verify the dates now. Give me just one second.

Speaker speaker_2: Sure.

Speaker speaker_1: Actually, it starts on the 23rd of December.

Speaker speaker_2: Okay.

Speaker speaker_1: Yep. So if he calls back on the 23rd of December, we should be able to cancel everything.

Speaker speaker_2: Okay. And we only want to cancel right now the medical. We want to keep the vision and the dental. We can do that, correct?

Speaker speaker_1: Yeah. Uh, we just can't do it as of, as of today, but when he calls back on the 23rd, he should be able to cancel just the medical and keep the dental and vision.

Speaker speaker_2: Okay. Awesome.

Speaker speaker_1: All righty. Did you guys need help with anything else?

Speaker speaker_3: No, everything... it's all good.

Speaker speaker_1: All righty. You have a wonderful day.

Speaker speaker_2: Thank you.

Speaker speaker_3: You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.