

Transcript: VICTORIA

Taylor-5837561003032576-5813756884992000

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? Yeah. Hi. I am calling to cancel my health insurance. Okay. What's the name of the agency you work for? Uh, MAU. All right. And the last four of your Social? 3652. And, uh, your first and last name for me. Yes. It's Dennis Kubrak, K-U-B-R-A-K. Gotcha. Do you mind verifying your address and date of birth? Yeah. It's 1495 North 4125 Road, Soper, Oklahoma, 74759. Date of birth is October 19th, 1965. And then phone number is 580-372-0747. That's correct. And email is, uh, first and last name eleven at Gmail. Right. No, not eleven, but the number one. The number one. Okay. Um, let's see. And you're wanting to cancel everything you're enrolled into? Yes. Okay. So cancellations typically take about one to two weeks to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. And- Do you need help with anything else? No. Do I need any type of a confirmation number or anything like that? 'Cause I wanna make sure that this gets canceled. It will be canceled. It takes one of, one to two weeks to be processed through payroll. I can send you a cancellation confirmation as well to your email. Yeah. Yeah. That's what I need. Okay. Do you need help with anything else? No, ma'am. That'll do it. All right. Have a wonderful day. Uh, you too. 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: Yeah. Hi. I am calling to cancel my health insurance.

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

Speaker speaker_2: Uh, MAU.

Speaker speaker_1: All right. And the last four of your Social?

Speaker speaker_2: 3652.

Speaker speaker_1: And, uh, your first and last name for me.

Speaker speaker_2: Yes. It's Dennis Kubrak, K-U-B-R-A-K.

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

Speaker speaker_2: Yeah. It's 1495 North 4125 Road, Soper, Oklahoma, 74759. Date of birth is October 19th, 1965.

Speaker speaker_1: And then phone number is 580-372-0747.

Speaker speaker_2: That's correct.

Speaker speaker_1: And email is, uh, first and last name eleven at Gmail.

Speaker speaker_2: Right. No, not eleven, but the number one. The number one.

Speaker speaker_1: Okay. Um, let's see. And you're wanting to cancel everything you're enrolled into?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So cancellations typically take about one to two weeks to be processed through your payroll department. You may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay. And-

Speaker speaker_1: Do you need help with anything else?

Speaker speaker_2: No. Do I need any type of a confirmation number or anything like that? 'Cause I wanna make sure that this gets canceled.

Speaker speaker_1: It will be canceled. It takes one of, one to two weeks to be processed through payroll. I can send you a cancellation confirmation as well to your email.

Speaker speaker_2: Yeah. Yeah. That's what I need.

Speaker speaker_1: Okay. Do you need help with anything else?

Speaker speaker_2: No, ma'am. That'll do it.

Speaker speaker_1: All right. Have a wonderful day.

Speaker speaker_2: Uh, you too. Bye-bye.

Speaker speaker_1: Bye.