

Transcript: VICTORIA

Taylor-6004720450715648-6667950240088064

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? Yes. No, I was wanting to cancel, um, my health insurance. Okay. What's the name of the agency you're with? Oh, gosh. I'm with, uh, MAU. Is that- Okay. Um- ... what's ? Yeah. Um, okay. Um, and the last four of your Social? It's 1157. And your first and last name? It's Tabitha Howell. Gotcha. Do you mind verifying your address and date of birth? Uh-huh. It's 249 Shepherds Ridge, Easley, South Carolina 29640. It's, uh, 08/18/1977. And then phone number 864-430-8640? That's correct. And then email is tdhughhes81877@icloud.com? That's correct. Okay. Uh, let's see. Are you just wanting to cancel the medical or the dental, short-term disability, term life, vision, and behavioral health as well? No, just the, um, the, uh, health. I think it was, like, \$24 maybe. Yeah. Um, and then... Okay. So we're just canceling the medical and keeping the dental, short-term disability, term life, vision, and behavioral health? Yes. Okay. So that brings the deduction down to \$13.29 a week. Okay. Um, so it... Typically, cancellations take about one to two weeks, uh, to be processed through payroll. Hm. So you may see one to two more deductions for medical. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. Mm-hmm. I just don't really never use it and... But the others I will, so. Gotcha. All righty. Um, I went ahead and submitted for that to be canceled. And then was there anything else you might need help with? That was it. All right. You have a wonderful day. Thank you. You too. Thank you. 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: Yes. No, I was wanting to cancel, um, my health insurance.

Speaker speaker_1: Okay. What's the name of the agency you're with?

Speaker speaker_2: Oh, gosh. I'm with, uh, MAU. Is that-

Speaker speaker_1: Okay. Um-

Speaker speaker_2: ... what's ?

Speaker speaker_1: Yeah.

Speaker speaker_2: Um, okay.

Speaker speaker_1: Um, and the last four of your Social?

Speaker speaker_2: It's 1157.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Tabitha Howell.

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

Speaker speaker_2: Uh-huh. It's 249 Shepherds Ridge, Easley, South Carolina 29640. It's, uh, 08/18/1977.

Speaker speaker_1: And then phone number 864-430-8640?

Speaker speaker_2: That's correct.

Speaker speaker_1: And then email is tdhughhes81877@icloud.com?

Speaker speaker_2: That's correct.

Speaker speaker_1: Okay. Uh, let's see. Are you just wanting to cancel the medical or the dental, short-term disability, term life, vision, and behavioral health as well?

Speaker speaker_2: No, just the, um, the, uh, health. I think it was, like, \$24 maybe.

Speaker speaker_1: Yeah. Um, and then... Okay. So we're just canceling the medical and keeping the dental, short-term disability, term life, vision, and behavioral health?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So that brings the deduction down to \$13.29 a week.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so it... Typically, cancellations take about one to two weeks, uh, to be processed through payroll.

Speaker speaker_2: Hm.

Speaker speaker_1: So you may see one to two more deductions for medical. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: I just don't really never use it and... But the others I will, so.

Speaker speaker_1: Gotcha. All righty. Um, I went ahead and submitted for that to be canceled. And then was there anything else you might need help with?

Speaker speaker_2: That was it.

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

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.