

Transcript: VICTORIA

Taylor-6056293118033920-6003344829890560

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Um, it's my job, so I'm gonna give you all a call to cancel, um, I guess the health benefits that I had enrolled on. Okay. What's the name of the agency you work for? ATC. And the last four of your Social? 4521. All right, and, uh, your first and last name? Marcia Bell. Do you mind verifying your address and date of birth? Uh, date of birth is 6/10/'96. Address is 240 Flint River Road, Apartment Q1, Jonesboro, Georgia 30238. Okay. And then phone number 943-267-2447? Yes. And then email is going to be first and last name at Gmail. Correct. Okay. Let's see... And you're wanting to cancel the medical and the dental? Yes. Okay. All righty. So typically, cancellations take about one to two weeks to be processed through payroll. Um, you may very well see one to two payroll deductions come out for the coverage, which if you do- Okay. ... it will provide the coverage you're paying for until the cancellation has been processed. Okay, gotcha. But I will go ahead and submit the cancellation and you should be good to go on, on my end. All right. Well, thank you so much. You're welcome. Have a wonderful day. You

Conversation Format

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

Speaker speaker_1: Um, it's my job, so I'm gonna give you all a call to cancel, um, I guess the health benefits that I had enrolled on.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: ATC.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 4521.

Speaker speaker_0: All right, and, uh, your first and last name?

Speaker speaker_1: Marcia Bell.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, date of birth is 6/10/'96. Address is 240 Flint River Road, Apartment Q1, Jonesboro, Georgia 30238.

Speaker speaker_0: Okay. And then phone number 943-267-2447?

Speaker speaker_1: Yes.

Speaker speaker_0: And then email is going to be first and last name at Gmail.

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Let's see... And you're wanting to cancel the medical and the dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All righty. So typically, cancellations take about one to two weeks to be processed through payroll. Um, you may very well see one to two payroll deductions come out for the coverage, which if you do-

Speaker speaker_1: Okay.

Speaker speaker_0: ... it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay, gotcha.

Speaker speaker_0: But I will go ahead and submit the cancellation and you should be good to go on, on my end.

Speaker speaker_1: All right. Well, thank you so much.

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

Speaker speaker_1: You