

Transcript: VICTORIA

Taylor-6263585426423808-5567511741120512

Full Transcript

Thank you for calling Benefits ... This is Victoria. How can I help you? Hi, uh, this is Madhu Patel. I was trying to see what benefits I have and is there a way to cancel because I'm not... I won't be needing it. Okay. What's the name of the agency you work for? <<? >> OnTrack Staffing. And the last four of your Social? It's 662. <<? >> Did you say 8662? Yes, ma'am. And I'm sorry, your first and last name? Mad- uh, Madhu Patel. And if you'll verify your address and date of birth. 3604 Cold Stream Drive, April 2022. Irving, Texas 75063. Your date of birth? Uh, May 15th, '60. Phone number is 682-365-0221? Yes, ma'am. All right, and then let's see. And you are Mad- Madhur Patel? Yes. <<? >> <<? >> Okay. Uh, phone number is 682-365-0221? Yes. Email is D-I-V- uh, Y-S-H-P-A-T-E-L13@gmail.com. Yes, ma'am. Do you mind verifying your full Social? 618-458-662. Okay. Are you wanting to cancel both of the medical plans you're enrolled in too? Uh, how much is it coming off? Um, and then, yes, cancel both. So you're enrolled into the VIP Standard and the MEC TeleRx which in total comes out to \$34.46 a week. Okay. Yes, please. <<? >> All right. So cancellation does take about one to two weeks to be processed through your payroll department. Okay. You may see one to two more payroll deductions. If you do, c- um, the coverage will be provided until the cancellation has been processed. Okay. Sounds good. Was there anything else you needed help with? Uh, no, ma'am. That'll be all. Thank you so much. You're welcome. Have a good day. You too. Take care. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, uh, this is Madhu Patel. I was trying to see what benefits I have and is there a way to cancel because I'm not... I won't be needing it.

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

Speaker speaker_2: <<? >>

Speaker speaker_1: OnTrack Staffing.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: It's 662.

Speaker speaker_2: <<? >>

Speaker speaker_0: Did you say 8662?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I'm sorry, your first and last name?

Speaker speaker_1: Mad- uh, Madhu Patel.

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

Speaker speaker_1: 3604 Cold Stream Drive, April 2022. Irving, Texas 75063.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Uh, May 15th, '60.

Speaker speaker_0: Phone number is 682-365-0221?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right, and then let's see. And you are Mad- Madhur Patel?

Speaker speaker_1: Yes.

Speaker speaker_2: <<? >>

Speaker speaker_1: <<? >>

Speaker speaker_0: Okay. Uh, phone number is 682-365-0221?

Speaker speaker_1: Yes.

Speaker speaker_0: Email is D-I-V- uh, Y-S-H-P-A-T-E-L13@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Do you mind verifying your full Social?

Speaker speaker_1: 618-458-662.

Speaker speaker_0: Okay. Are you wanting to cancel both of the medical plans you're enrolled in too?

Speaker speaker_1: Uh, how much is it coming off? Um, and then, yes, cancel both.

Speaker speaker_0: So you're enrolled into the VIP Standard and the MEC TeleRx which in total comes out to \$34.46 a week.

Speaker speaker_1: Okay. Yes, please.

Speaker speaker_2: <<? >>

Speaker speaker_0: All right. So cancellation does take about one to two weeks to be processed through your payroll department.

Speaker speaker_1: Okay.

Speaker speaker_0: You may see one to two more payroll deductions. If you do, c- um, the coverage will be provided until the cancellation has been processed.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Was there anything else you needed help with?

Speaker speaker_1: Uh, no, ma'am. That'll be all. Thank you so much.

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

Speaker speaker_1: You too. Take care.

Speaker speaker_0: Thank you. Bye-bye.