

Transcript: VICTORIA

Taylor-6337897770205184-5752832090652672

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, Victoria. I, uh, signed up for the, the insurance there. Okay. And, uh, they told me to cancel that 'cause I already have insurance. To cancel that, I would need to call you guys and let you know. Okay. What's the name of the agency you work for? Uh, uh, uh, Carleton. S- And the last four of your Social? 9746. And your first and last name? Timothy Benford. T-I-M-O-T-H-Y B-E-N-F-O-R-D. Okay. Do you mind verifying your address and date of birth? Uh, address. 11666, uh, Gulf Ponte Drive, Houston, Texas 77089. Uh, date of birth, uh, 02/21/68. Okay. Phone number 346-3-, uh, 14 1786? Y- yes. And then email is Tim- uh, timbenford311@gmail.com? Gmail.com, yes. Okay. So, I do see that you're pending for enrollment, so I can definitely go ahead and put in a request to have it canceled. With that being said, um, typically cancellations take about one to two weeks to be processed through payroll. So, you very well may see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Oh, okay. So, they'll take one or two payments out of the checks? Out of each check? Yeah, there's a- So- ... possibility you'll see one to two deductions being made, since- Before I- ... it's in pending status. Okay. So, it's not available right now, right? No, sir. It's not avai- it's not active as of right now 'cause it hasn't been deducted outta your check. But there's a possibility of it being deducted because cancellations typically take about one to two weeks to be processed through payroll. Oh, okay. All right. So, do I have it affirmed that it, I- I'm canceled on the insurance? Yeah. So, I put in the request to have it canceled for you. Again- Okay, okay. ... it just typically takes about one to two weeks- One to two weeks. Yeah. ... for it to be processed. Okay. All right. Thank you. I appreciate it. Yes, sir. You have a wonderful day. You too.

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, Victoria. I, uh, signed up for the, the insurance there.

Speaker speaker_1: Okay.

Speaker speaker_2: And, uh, they told me to cancel that 'cause I already have insurance. To cancel that, I would need to call you guys and let you know.

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

Speaker speaker_2: Uh, uh, uh,

Speaker speaker_3: Carleton.

Speaker speaker_2: S-

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9746.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Timothy Benford. T-I-M-O-T-H-Y B-E-N-F-O-R-D.

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

Speaker speaker_2: Uh, address. 11666, uh, Gulf Ponte Drive, Houston, Texas 77089. Uh, date of birth, uh, 02/21/68.

Speaker speaker_1: Okay. Phone number 346-3-, uh, 14 1786?

Speaker speaker_2: Y- yes.

Speaker speaker_1: And then email is Tim- uh, timbenford311@gmail.com?

Speaker speaker_2: Gmail.com, yes.

Speaker speaker_1: Okay. So, I do see that you're pending for enrollment, so I can definitely go ahead and put in a request to have it canceled. With that being said, um, typically cancellations take about one to two weeks to be processed through payroll. So, you very well may see one to two payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Oh, okay. So, they'll take one or two payments out of the checks? Out of each check?

Speaker speaker_1: Yeah, there's a-

Speaker speaker_2: So-

Speaker speaker_1: ... possibility you'll see one to two deductions being made, since-

Speaker speaker_2: Before I-

Speaker speaker_1: ... it's in pending status.

Speaker speaker_2: Okay. So, it's not available right now, right?

Speaker speaker_1: No, sir. It's not avai- it's not active as of right now 'cause it hasn't been deducted outta your check. But there's a possibility of it being deducted because cancellations typically take about one to two weeks to be processed through payroll.

Speaker speaker_2: Oh, okay. All right. So, do I have it affirmed that it, I- I'm canceled on the insurance?

Speaker speaker_1: Yeah. So, I put in the request to have it canceled for you. Again-

Speaker speaker_2: Okay, okay.

Speaker speaker_1: ... it just typically takes about one to two weeks-

Speaker speaker_2: One to two weeks. Yeah.

Speaker speaker_1: ... for it to be processed.

Speaker speaker_2: Okay. All right. Thank you. I appreciate it.

Speaker speaker_1: Yes, sir. You have a wonderful day.

Speaker speaker_2: You too.