

Transcript: VICTORIA

Taylor-6535634676531200-4816707831382016

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, um, I recently applied, uh, for the insurance, um, but, um, I'm moving on to a different company. So, can I cancel my, uh, benefits application? Okay. What's the name of the agency that you work through? Uh, I think I contracted with Oxford. Okay. Something... Gotcha. And the last four of your social? 3160. And your first and last name? Dien Nguyen. All right, do you mind verifying your address and date of birth? Uh, new address? Uh, 554 Mansion Park, uh, Drive, Santa Clara, California 95054, and date of birth is 04/01/66. Phone number's 802-7489? I'm sorry? Your phone number, is it 802-7489? Yeah, that's my phone number, right. And then email is D-I-E-N-S-J-C-C@gmail.com? That's right. Okay. 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 payroll. There is a possibility if you're still working with them that you'll see one to two more payroll deductions, um, and that's pretty much it. Okay. All right. Uh, so how do I know if it's canceled? Do I get any email or anything? I mean, I can send you a confirmation that it, the request has been put in for it to be canceled. Um, but like I said, if, are you still going to be working with them for a couple of weeks? No, uh, no, I'm working with them until this Friday. Okay, so more than likely you are gonna see a deduction come out of that check. Um, if you do, it will provide the coverage for the following week. But if you're not gonna be working with them, um, there's not gonna be a way to charge you for the coverage and it, it eventually cancels out. It just takes about one to two weeks for the cancellation to be processed. Okay. Uh, please send me the, uh, email, you know, uh, yeah, basically, uh, confirming that. Sure. Did you need help with anything else? No, that's all. Thank you. You're welcome. You have a wonderful day. Okay, bye-bye. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Yes, um, I recently applied, uh, for the insurance, um, but, um, I'm moving on to a different company. So, can I cancel my, uh, benefits application?

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

Speaker speaker_1: Uh, I think I contracted with Oxford.

Speaker speaker_0: Okay.

Speaker speaker_1: Something...

Speaker speaker_0: Gotcha. And the last four of your social?

Speaker speaker_1: 3160.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Dien Nguyen.

Speaker speaker_0: All right, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, new address? Uh, 554 Mansion Park, uh, Drive, Santa Clara, California 95054, and date of birth is 04/01/66.

Speaker speaker_0: Phone number's 802-7489?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Your phone number, is it 802-7489?

Speaker speaker_1: Yeah, that's my phone number, right.

Speaker speaker_0: And then email is D-I-E-N-S-J-C-C@gmail.com?

Speaker speaker_1: That's right.

Speaker speaker_0: Okay. And you're wanting to cancel everything you're enrolled into?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So cancellations typically take about one to two weeks to be processed through payroll. There is a possibility if you're still working with them that you'll see one to two more payroll deductions, um, and that's pretty much it.

Speaker speaker_1: Okay. All right. Uh, so how do I know if it's canceled? Do I get any email or anything?

Speaker speaker_0: I mean, I can send you a confirmation that it, the request has been put in for it to be canceled. Um, but like I said, if, are you still going to be working with them for a couple of weeks?

Speaker speaker_1: No, uh, no, I'm working with them until this Friday.

Speaker speaker_0: Okay, so more than likely you are gonna see a deduction come out of that check. Um, if you do, it will provide the coverage for the following week. But if you're not gonna be working with them, um, there's not gonna be a way to charge you for the coverage and it, it eventually cancels out. It just takes about one to two weeks for the cancellation to be processed.

Speaker speaker_1: Okay. Uh, please send me the, uh, email, you know, uh, yeah, basically, uh, confirming that.

Speaker speaker_0: Sure. Did you need help with anything else?

Speaker speaker_1: No, that's all. Thank you.

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

Speaker speaker_1: Okay, bye-bye.

Speaker speaker_0: Thank you. Bye-bye.