

Transcript: VICTORIA

Taylor-6566825557540864-4788199472283648

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? Hi. Um, I have a question about why, um, deductions were taken from my check when I opted out during open enrollment. Okay. Uh, what's the name of the agency you work for? Over at Stella. And the last four of your Social? 4761. And your first and last name? Michael Vargas. Okay. Do you mind verifying your address and date of birth? Uh, oh, address, address. 13688- 668. 668 Southeast Gate- Southeast East Gate. East Gateway. East Gateway, 98005. And what was the other one? The phone number? Your date of birth. Oh, 11/24/86. Okay. So, it looks like I have a different address. I have 1626 Magnolia - Okay, yeah. That's my- that's the ma- that's my mailing- it's my family's address. Though it- which is still accurate, but what's where I receive mail. Okay. Phone number 425-894-5886? Yes. E- uh, email is going to be Varg- uh, VargasMike859@gmail.com? Yes, ma'am. Okay. Um, let see. So, it looks like we received a court order for you to have coverage. Oh, it's for... Yeah. Got it. So, in order- in order for us to cancel that, we would have to receive a release form from the court. Um, unfortunately, we can't cancel it without that release form. Yeah, no, understandable. I didn't know it was for that. All right. I'll try and get that handled. Thank you. You're welcome. You have a wonderful day. You too. Bye. 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: Hi. Um, I have a question about why, um, deductions were taken from my check when I opted out during open enrollment.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Over at Stella.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4761.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Michael Vargas.

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

Speaker speaker_2: Uh, oh, address, address. 13688-

Speaker speaker_3: 668.

Speaker speaker_2: 668 Southeast Gate- Southeast East Gate.

Speaker speaker_3: East Gateway.

Speaker speaker_2: East Gateway, 98005. And what was the other one? The phone number?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: Oh, 11/24/86.

Speaker speaker_1: Okay. So, it looks like I have a different address. I have 1626 Magnolia -

Speaker speaker_2: Okay, yeah. That's my- that's the ma- that's my mailing- it's my family's address. Though it- which is still accurate, but what's where I receive mail.

Speaker speaker_1: Okay. Phone number 425-894-5886?

Speaker speaker_2: Yes.

Speaker speaker_1: E- uh, email is going to be Varg- uh, VargasMike859@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Um, let see. So, it looks like we received a court order for you to have coverage.

Speaker speaker_2: Oh, it's for...

Speaker speaker_1: Yeah.

Speaker speaker_2: Got it.

Speaker speaker_1: So, in order- in order for us to cancel that, we would have to receive a release form from the court. Um, unfortunately, we can't cancel it without that release form.

Speaker speaker_2: Yeah, no, understandable. I didn't know it was for that. All right. I'll try and get that handled. Thank you.

Speaker speaker_1: You're welcome. You have a wonderful day.

Speaker speaker_2: You too. Bye.

Speaker speaker_1: Bye-bye.