

Transcript: VICTORIA

Taylor-6725132472598528-5238921149071360

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi, Victoria. Um, I'm calling, uh, because I'm wanting to, uh, drop my benefits with my employer. Okay. What's the name of the agency you work for? MAU. And the last four of your Social? 9869. All right, and your first and last name? Dalton Miller. Got you here. Uh, do you mind verifying your address and date of birth? Address, uh, 139 McDaniel, wait not 139. Uh, 4682 Brownwood Church Road. That's in Gray Court, South Carolina 29645. Is that correct? I'm sorry, go ahead. That's in- What was that? ... Gray Court, South Carolina 29645. Yes. Okay, and your date of birth? Uh, 12/26/1997. Okay. Phone number 864-749-5853. Yes, ma'am. And then email is dalton.miller73 at Gmail. Mm-hmm. Okay. Are you wanting to cancel everything you're enrolled into, the medical, dental and the vision? How much would it be to just keep the vision? Um. Uh, my, oh... So it looks, so it looks like vision for employee plus spouse is \$4.35 a week. So basically \$16 a month. 16.20. Yeah, so you get paid weekly. Is that correct? Yes. Yeah, it would come out to like \$17.40. Uh... Um, uh you can, you can cancel the vision too. Okay. Cancel everything. We're going to be cancelling. Okay. All right, so um, cancellations do take about one to two weeks to be processed through your payroll. Now you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end. Oh, okay. Sounds good. Yes, sir. And give me just a few seconds. Which that way. Uh, towards 101. Yeah. All righty, so I went ahead and put in the request to have that canceled for you and you're good to go from here. All right, appreciate it. Yes sir. Have a- Thank you. ... good day. You too. Bye-bye. Bye. Bye. That everything you need, ma'am? Yes, I'm sorry. You have a wonderful day. You too. Bye-bye. 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: Hi, Victoria. Um, I'm calling, uh, because I'm wanting to, uh, drop my benefits with my employer.

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

Speaker speaker_1: MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 9869.

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

Speaker speaker_1: Dalton Miller.

Speaker speaker_0: Got you here. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Address, uh, 139 McDaniel, wait not 139. Uh, 4682 Brownwood Church Road.

Speaker speaker_0: That's in Gray Court, South Carolina 29645. Is that correct?

Speaker speaker_1: I'm sorry, go ahead.

Speaker speaker_0: That's in-

Speaker speaker_1: What was that?

Speaker speaker_0: ... Gray Court, South Carolina 29645.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, and your date of birth?

Speaker speaker_1: Uh, 12/26/1997.

Speaker speaker_0: Okay. Phone number 864-749-5853.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then email is dalton.miller73 at Gmail.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Are you wanting to cancel everything you're enrolled into, the medical, dental and the vision?

Speaker speaker_1: How much would it be to just keep the vision?

Speaker speaker_0: Um.

Speaker speaker_1: Uh, my, oh...

Speaker speaker_0: So it looks, so it looks like vision for employee plus spouse is \$4.35 a week.

Speaker speaker_1: So basically \$16 a month. 16.20.

Speaker speaker_0: Yeah, so you get paid weekly. Is that correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah, it would come out to like \$17.40.

Speaker speaker_1: Uh... Um, uh you can, you can cancel the vision too.

Speaker speaker_0: Okay.

Speaker speaker_1: Cancel everything.

Speaker speaker_0: We're going to be cancelling. Okay. All right, so um, cancellations do take about one to two weeks to be processed through your payroll. Now you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end.

Speaker speaker_1: Oh, okay. Sounds good.

Speaker speaker_0: Yes, sir. And give me just a few seconds. Which that way.

Speaker speaker_1: Uh, towards 101. Yeah.

Speaker speaker_0: All righty, so I went ahead and put in the request to have that canceled for you and you're good to go from here.

Speaker speaker_1: All right, appreciate it.

Speaker speaker_0: Yes sir. Have a-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... good day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye. That everything you need, ma'am?

Speaker speaker_0: Yes, I'm sorry. You have a wonderful day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye-bye.