

Transcript: Chris Sofield

(deactivated)-4924179104186368-6629540546789376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Chris. How can I help you today? Uh, yes. I was calling to, uh, cancel my insurance. Okay. What staffing company do you work with? WorkSmart. Okay. And the last four of your social? 0112. And your first and last name? Gina Brookshire. Thank you. Ms. Brookshire, could you verify your address and your date of birth for me? 3 Mary St., Greer, South Carolina 29651. And October 4th, 1986. Thank you. We have a phone number on file of 721-7485. Is that correct? Yes. All right. All right. Yeah, I can start that cancellation process for you. It's going to take about one to two weeks for it to process. Once processed, um, during that time frame, you may still see one or two more deductions providing one or two final weeks of coverage. However, you will not see any more than two at the most. Okay? Okay. And if for any reason I need it later, could, um... Or in the future, could I call back and, um, reactivate it or whatever? Uh, only during open enrollment. Once, uh, you're... The only time you're able to, uh, re-enroll into a canceled policy is if it's, i- i- if you're eligible which would be out of the open enrollment windows. Oh, okay. All right. All right. Anything else? That'd be it. Thank you so much. You're welcome. Thanks for calling and have a good 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 Chris. How can I help you today?

Speaker speaker_2: Uh, yes. I was calling to, uh, cancel my insurance.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: WorkSmart.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 0112.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Gina Brookshire.

Speaker speaker_1: Thank you. Ms. Brookshire, could you verify your address and your date of birth for me?

Speaker speaker_2: 3 Mary St., Greer, South Carolina 29651. And October 4th, 1986.

Speaker speaker_1: Thank you. We have a phone number on file of 721-7485. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. All right. Yeah, I can start that cancellation process for you. It's going to take about one to two weeks for it to process. Once processed, um, during that time frame, you may still see one or two more deductions providing one or two final weeks of coverage. However, you will not see any more than two at the most. Okay?

Speaker speaker_2: Okay. And if for any reason I need it later, could, um... Or in the future, could I call back and, um, reactivate it or whatever?

Speaker speaker_1: Uh, only during open enrollment. Once, uh, you're... The only time you're able to, uh, re-enroll into a canceled policy is if it's, i- i- if you're eligible which would be out of the open enrollment windows.

Speaker speaker_2: Oh, okay. All right.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: That'd be it. Thank you so much.

Speaker speaker_1: You're welcome. Thanks for calling and have a good day.

Speaker speaker_2: You too.