

Transcript: Chris Sofield

(deactivated)-4957032760786944-5052782052163584

Full Transcript

Thank you for calling Benefits on a Card. This is Chris. How can I help you today? How are you doing? Uh, I rang you guys a few weeks ago to cancel my insurance, and I'm just looking there. It, it still hasn't been canceled. I just wanted to find out. Uh- Okay. Yeah. Let... yeah, let me take a look at your file and see what's going on. Yeah. Uh, what is the last four of your Social? It's, um... hold on, hang on. Se- uh, 7751. And your... the staffing company you work with? Is Surge. Surge. Got it. Yeah. And then your first and last name? Is Ken Scallon. Thank you. Mr. Scallon, could you verify your address and your date of birth for me? It's 1045 Galleon Way East. Um, and what else were you looking for? Oh, well, I need the rest of the address, the city, state and zip. Oh, it's, uh, Galleon, and then the zip is, uh, 44833. All right. Date of birth? The 22nd of March, '71. Thank you. Phone number we have is 567-359-0009. Is that correct? Yeah. That's correct. Yeah. All right. Let's see here. Okay. It look- it looks like your coverage is canceled, sir. Um, looks like the only deduction that was done and recorded to us happened on the 16th. And there has been no dedu- uh, there should have been no deductions since then. Have you been seeing deductions since then? I'm actually looking at the, the new pa- facelift now, and it's still showing a deduction. And just to confirm, that's specifically deduction \$15.16 for the insurance plan? It's actua- It's actually... now it's coming up at \$8.09. Then, then that's not for your- that's not for your insurance. Oh, it is not. Okay. Medicare tax, that's something different, is it? Yeah. That, that's a tax. Oh, right. Okay. Sorry. Okay. So you guys have canceled that? Yes, sir. Your, your insurance- Oh, yeah. ... has been canceled and there should be no- Yeah. ... deductions coming out for, for anything like that. Okay. Anything else coming out of your checks is most likely... uh, uh, anything... ugh sorry, anything else coming out- ... of your checks is most likely, uh, taxes or, or any other sort of, uh, withholding- Right. ... or anything like that. Oh, no. But not for insurance. Oh, no, that's great. Uh, okay. That's, that's brilliant. I just wanted to double check that. That's great. No problem. Okay. Was there anything else I could help you with? No, no. That was... that was all I needed to know. Yeah. All right. Well, if that's everything, sir- Thank you. ... thanks again for calling. You have a wonderful day. Uh, you too. You too. Bye-bye. Bye now. Uh, bye.

Conversation Format

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

Speaker speaker_1: How are you doing? Uh, I rang you guys a few weeks ago to cancel my insurance, and I'm just looking there. It, it still hasn't been canceled. I just wanted to find out.

Uh-

Speaker speaker_0: Okay. Yeah. Let... yeah, let me take a look at your file and see what's going on.

Speaker speaker_1: Yeah.

Speaker speaker_0: Uh, what is the last four of your Social?

Speaker speaker_1: It's, um... hold on, hang on. Se- uh, 7751.

Speaker speaker_0: And your... the staffing company you work with?

Speaker speaker_1: Is Surge.

Speaker speaker_0: Surge. Got it.

Speaker speaker_1: Yeah.

Speaker speaker_0: And then your first and last name?

Speaker speaker_1: Is Ken Scallon.

Speaker speaker_0: Thank you. Mr. Scallon, could you verify your address and your date of birth for me?

Speaker speaker_1: It's 1045 Galleon Way East. Um, and what else were you looking for?

Speaker speaker_0: Oh, well, I need the rest of the address, the city, state and zip.

Speaker speaker_1: Oh, it's, uh, Galleon, and then the zip is, uh, 44833.

Speaker speaker_0: All right. Date of birth?

Speaker speaker_1: The 22nd of March, '71.

Speaker speaker_0: Thank you. Phone number we have is 567-359-0009. Is that correct?

Speaker speaker_1: Yeah. That's correct. Yeah.

Speaker speaker_0: All right. Let's see here. Okay. It look- it looks like your coverage is canceled, sir. Um, looks like the only deduction that was done and recorded to us happened on the 16th. And there has been no dedu- uh, there should have been no deductions since then. Have you been seeing deductions since then?

Speaker speaker_1: I'm actually looking at the, the new pa- facelift now, and it's still showing a deduction.

Speaker speaker_0: And just to confirm, that's specifically deduction \$15.16 for the insurance plan?

Speaker speaker_1: It's actua- It's actually... now it's coming up at \$8.09.

Speaker speaker_0: Then, then that's not for your- that's not for your insurance.

Speaker speaker_1: Oh, it is not. Okay. Medicare tax, that's something different, is it?

Speaker speaker_0: Yeah. That, that's a tax.

Speaker speaker_1: Oh, right. Okay. Sorry. Okay. So you guys have canceled that?

Speaker speaker_0: Yes, sir. Your, your insurance-

Speaker speaker_1: Oh, yeah.

Speaker speaker_0: ... has been canceled and there should be no-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... deductions coming out for, for anything like that.

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else coming out of your checks is most likely... uh, uh, anything... ugh sorry, anything else coming out- ... of your checks is most likely, uh, taxes or, or any other sort of, uh, withholding-

Speaker speaker_1: Right.

Speaker speaker_0: ... or anything like that.

Speaker speaker_1: Oh, no.

Speaker speaker_0: But not for insurance.

Speaker speaker_1: Oh, no, that's great. Uh, okay. That's, that's brilliant. I just wanted to double check that. That's great.

Speaker speaker_0: No problem.

Speaker speaker_1: Okay.

Speaker speaker_0: Was there anything else I could help you with?

Speaker speaker_1: No, no. That was... that was all I needed to know. Yeah.

Speaker speaker_0: All right. Well, if that's everything, sir-

Speaker speaker_1: Thank you.

Speaker speaker_0: ... thanks again for calling. You have a wonderful day.

Speaker speaker_1: Uh, you too. You too. Bye-bye.

Speaker speaker_0: Bye now.

Speaker speaker_1: Uh, bye.