

Transcript: Chris Sofield

(deactivated)-5086124912459776-5771559011663872

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hey, yes, um, uh, I work for Megaforce and I wanted to, um, opt out of the insurance that I'm, that I'm paying for. Okay, one moment. You said with Megaforce? Yes, sir. Okay. Last four of your Social? Uh, last four? Yes, sir. 0868. And your first and last name? Tom Barberie. I had signed up for it, um, I think last month or so, but I wanted to... um, um, me and my, my wife were gonna be getting medical insurance through her work. Okay. Okay, sir. Can you verify your address and your date of birth for me please? Uh, 8239... Hold on, 8... Hold on two... Yeah, 8239 Red Maple Court, um, Kenley, North Carolina 27542 and date of birth is 08/31/'75. Okay. We have a different address on file, one in looks like Selma, North Carolina? No, that was my old address. Um, I've lived over here for... I, I've lived here for about two years, but my other address was, uh, 235 Paceville Road, Selma, North Carolina. Okay. You s- Uh, all right. We'll go ahead and update it. You said it was 8259 Red Maple Court? 82... 8239- 8239. ... Red Maple Court. Yes, sir. And it was in Kenley, and what was the ZIP again? 27542. Thank you. I've updated that for you. And then we have a phone on file of 634-0094. Is that correct? Yes, sir. Okay. All right. Yeah. I do see here the enrollment form that was sent in, and we received it. Looks like it is processing. I'll do a cancellation on it, um, but it has processed at least enough that you may still see one deduction- Mm-hmm. ... providing one week of coverage for the plan, but you shouldn't see more than just that one week. Okay. I appreciate that. No problem. Anything else? No, sir. That was it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Card. This is Chris. How can I help you today?

Speaker speaker_2: Hey, yes, um, uh, I work for Megaforce and I wanted to, um, opt out of the insurance that I'm, that I'm paying for.

Speaker speaker_1: Okay, one moment. You said with Megaforce?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. Last four of your Social?

Speaker speaker_2: Uh, last four?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 0868.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Tom Barberie. I had signed up for it, um, I think last month or so, but I wanted to... um, um, me and my, my wife were gonna be getting medical insurance through her work.

Speaker speaker_1: Okay. Okay, sir. Can you verify your address and your date of birth for me please?

Speaker speaker_2: Uh, 8239... Hold on, 8... Hold on two... Yeah, 8239 Red Maple Court, um, Kenley, North Carolina 27542 and date of birth is 08/31/'75.

Speaker speaker_1: Okay. We have a different address on file, one in looks like Selma, North Carolina?

Speaker speaker_2: No, that was my old address. Um, I've lived over here for... I, I've lived here for about two years, but my other address was, uh, 235 Paceville Road, Selma, North Carolina.

Speaker speaker_1: Okay. You s- Uh, all right. We'll go ahead and update it. You said it was 8259 Red Maple Court?

Speaker speaker_2: 82... 8239-

Speaker speaker_1: 8239.

Speaker speaker_2: ... Red Maple Court. Yes, sir.

Speaker speaker_1: And it was in Kenley, and what was the ZIP again?

Speaker speaker_2: 27542.

Speaker speaker_1: Thank you. I've updated that for you. And then we have a phone on file of 634-0094. Is that correct?

Speaker speaker_2: Yes, sir.

Speaker speaker_1: Okay. All right. Yeah. I do see here the enrollment form that was sent in, and we received it. Looks like it is processing. I'll do a cancellation on it, um, but it has processed at least enough that you may still see one deduction-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... providing one week of coverage for the plan, but you shouldn't see more than just that one week.

Speaker speaker_2: Okay. I appreciate that.

Speaker speaker_1: No problem. Anything else?

Speaker speaker_2: No, sir. That was it.

Speaker speaker_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: You're welcome. Bye now.