

## **Transcript: Chris Sofield (deactivated)-5461263855337472-5995282607063040**

### **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? Hello. Um, so the enrollment, um, opened again and I work with, uh, CareBuilders, and I wanted to see if I can take the insurance off. Okay. What's the last four of your social, ma'am? 1774. And your first and last name? Alexandra Deleon. All right, Ms. Deleon, could you verify your address and your date of birth for me please? Um... one second. I do not know which address I have on file. I don't know if it's the 1300, uh, Buach- Buchner... I don't know, I don't say it right. Um, Singleton, Texas, Permit 809, or if it's the Danbury one. Um, it's the one in Danbury, could you verify that one? Yes. Give me one second, I'm pulling it up right now... uh, the 15027 Coral Ridge Road, Danbury, Texas 77534. Thank you. And then your date of birth? Uh, 08/21/2000. Thank you. Phone on file of 832-739-8287, is that correct? Yes, sir. All right, and you said you wished to cancel? Yes. All right. Cancellation will be, is being processed. It takes one to two weeks to fully process. It's gotta go back through CareBuilders payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay? Yes, sir. All right. Anything else? No, sir. 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 on a Card,. This is Chris. How can I help you today?

Speaker speaker\_2: Hello. Um, so the enrollment, um, opened again and I work with, uh, CareBuilders, and I wanted to see if I can take the insurance off.

Speaker speaker\_1: Okay. What's the last four of your social, ma'am?

Speaker speaker\_2: 1774.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Alexandra Deleon.

Speaker speaker\_1: All right, Ms. Deleon, could you verify your address and your date of birth for me please?

Speaker speaker\_2: Um... one second. I do not know which address I have on file. I don't know if it's the 1300, uh, Buach- Buchner... I don't know, I don't say it right. Um, Singleton, Texas, Permit 809, or if it's the Danbury one.

Speaker speaker\_1: Um, it's the one in Danbury, could you verify that one?

Speaker speaker\_2: Yes. Give me one second, I'm pulling it up right now... uh, the 15027 Coral Ridge Road, Danbury, Texas 77534.

Speaker speaker\_1: Thank you. And then your date of birth?

Speaker speaker\_2: Uh, 08/21/2000.

Speaker speaker\_1: Thank you. Phone on file of 832-739-8287, is that correct?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right, and you said you wished to cancel?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Cancellation will be, is being processed. It takes one to two weeks to fully process. It's gotta go back through CareBuilders payroll teams as well. During this timeframe, you may still see one or two more deductions providing one or two final weeks of coverage, but you won't see any more than two at the most. Okay?

Speaker speaker\_2: Yes, sir.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: No, sir.

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.