

## **Transcript: Chris Sofield**

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### **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? Hi, there. I have been insured through my employer and I -- they just offered me different insurance, so I'm calling to unenroll. Okay. We can get that done for you. W- what staffing company do you work with? Uh, Creative Circle. Creative Circle. And last four of your Social? 9009. Got it. And your first and last name? Adam Rubinstein. R-U-B as in boy, I-N as in Nancy, S as in Sam, T as in Thomas, E-I-N as in Nancy. Okay. Um, all right. Mr. Rubinstein, can you verify your address and date of birth for me? 539 39th Street, Apartment 120, Oakland, California, 94609, 7/27/82. Thank you. Phone we have on file, 505-386-3789. Is that still correct? Mm. That is correct. All right. So I'm showing you have, looks like medical, dental, vision, and life insurance from Creative Circle. Were you looking to cancel everything, or was there anything out of here you wanted to keep? Um, I would like to keep dental. Keep dental, but drop everything else? You got it. Got it. Um, all right. So that's partially possible. Dental is bundled with life and vision, so you can't... so, so we can drop everything but that bundle, but you are gonna still keep life and vision if you wanna keep dental as well. Uh, what is the cost per month total for keeping all three? Um, I don't know about the per month cost, but it's 'cause the only cost we have is per week, but it's \$7.90- Okay. Sure. ... per week for that bundle. Um, in that case... I will keep it. All right. So we're just gonna remove the medical and keep the, uh, other bundle. That brings it down to \$7.90 per week. Give me just a moment to set that up. All right. It's gonna take about a week or so for this to process. Um- Right. ... once everything processes, you'll start seeing your deductions drop down from that 47.86 to that 7.90. Monday following the first deduction of seven- of just 7.90 is when your medical policies will have canceled, okay? Perfect. That is right in time with when the other policy kicks in, so I love it. All right then. Was there anything else I could help you with? Um, have a merry Christmas? All right. Well, same to you, sir. Yeah. Thanks again for calling. Thank you so much. Take care. You're welcome. Mm, bye now. Bye.

### **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: Hi, there. I have been insured through my employer and I -- they just offered me different insurance, so I'm calling to unenroll.

Speaker speaker\_1: Okay. We can get that done for you. W- what staffing company do you work with?

Speaker speaker\_2: Uh, Creative Circle.

Speaker speaker\_1: Creative Circle. And last four of your Social?

Speaker speaker\_2: 9009.

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

Speaker speaker\_2: Adam Rubinstein. R-U-B as in boy, I-N as in Nancy, S as in Sam, T as in Thomas, E-I-N as in Nancy.

Speaker speaker\_1: Okay. Um, all right. Mr. Rubinstein, can you verify your address and date of birth for me?

Speaker speaker\_2: 539 39th Street, Apartment 120, Oakland, California, 94609, 7/27/82.

Speaker speaker\_1: Thank you. Phone we have on file, 505-386-3789. Is that still correct?

Speaker speaker\_2: Mm. That is correct.

Speaker speaker\_1: All right. So I'm showing you have, looks like medical, dental, vision, and life insurance from Creative Circle. Were you looking to cancel everything, or was there anything out of here you wanted to keep?

Speaker speaker\_2: Um, I would like to keep dental.

Speaker speaker\_1: Keep dental, but drop everything else?

Speaker speaker\_2: You got it.

Speaker speaker\_1: Got it. Um, all right. So that's partially possible. Dental is bundled with life and vision, so you can't... so, so we can drop everything but that bundle, but you are gonna still keep life and vision if you wanna keep dental as well.

Speaker speaker\_2: Uh, what is the cost per month total for keeping all three?

Speaker speaker\_1: Um, I don't know about the per month cost, but it's 'cause the only cost we have is per week, but it's \$7.90-

Speaker speaker\_2: Okay. Sure.

Speaker speaker\_1: ... per week for that bundle.

Speaker speaker\_2: Um, in that case... I will keep it.

Speaker speaker\_1: All right. So we're just gonna remove the medical and keep the, uh, other bundle. That brings it down to \$7.90 per week. Give me just a moment to set that up. All right. It's gonna take about a week or so for this to process. Um-

Speaker speaker\_2: Right.

Speaker speaker\_1: ... once everything processes, you'll start seeing your deductions drop down from that 47.86 to that 7.90. Monday following the first deduction of seven- of just 7.90 is when your medical policies will have canceled, okay?

Speaker speaker\_2: Perfect. That is right in time with when the other policy kicks in, so I love it.

Speaker speaker\_1: All right then. Was there anything else I could help you with?

Speaker speaker\_2: Um, have a merry Christmas?

Speaker speaker\_1: All right. Well, same to you, sir.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Thanks again for calling.

Speaker speaker\_2: Thank you so much. Take care.

Speaker speaker\_1: You're welcome. Mm, bye now.

Speaker speaker\_2: Bye.