

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? Yeah, Chris, how are you? My name is Philomena. Hello? I'm doing well, ma'am... I'm, I'm doing well, ma'am. How about yourself? Fine. I want to cancel the card, the healthcare. Okay. I want to cancel it. I'm calling from, um, um, CareBuilders. CareBuilders? Okay. What's the last four of your Social? Uh, 6396. And your last name, ma'am? O-G-O-U-U-L. Thank you. You're welcome. All r- Can you verify your address and your date of birth for me, please? 733 Levia Road, Lansdowne. I date of birth is 11/20/1966. Thank you. I also need the state and the ZIP Code of your address. Could you verify that, please? Okay. Um, Pennsylvania, Philadelphia. Then, ZIP Code, 19050. Thank you. And then we have a phone number on file for you at 267-815-3529. Is that correct? Yeah. Okay. All right. I'm showing it looks like you're enrolled into medical, dental, vision and group accident. Was there any of this that you wanted to keep or did you want to cancel everything? I want to cancel everything. Okay. We can get that done for you. Just please be aware, cancellation does take some time to process, typically one to two weeks to go back through ATC or CareBuilders', uh, payroll systems as well. Um, during this timeframe, you may still see one or two more deductions providing one or two final weeks coverage but you won't see any more than two at the most. Okay? Am I gonna show up? Okay. So, you will see... You, you may see one or two more deductions as cancellations take one to two weeks to fully process. Um, during that, uh... But if you see any further deductions, you would only see two at the most, providing at most two more weeks of coverage. So, um, if I wait for two weeks, um, would that be because they take money from the account, from my own account every week? What about that? So they, so they... Okay. Cancellations take one to two weeks to process. They... Uh-huh. Because it is still an active enrollment while it's processing, then you, you do still have the... You do still have the possibility of seeing one or two more deductions out of your paychecks, providing one or two final weeks of c- of coverage. However, you will not see any more than two at the most. If you see more than two out of your paychecks, then give us a call, but you should only see at most two more. Oh, because if they're taking money from there, I need to enroll for because enrollment stopped by, um, 15th of December. I'm cancelling it because anytime I will go to hospital, buy some medication, I will pay from my pocket and I don't need that. O- okay. I understand, ma'am, and I'm, I'm letting you know that we can... we're moving forward with the cancellation process, but I'm just letting you know what that process is. So, if you go for the cancellation, that is what I'm saying, will I, um, will I be getting bills while you are processing it? Will I be getting bills to pay- Yes, you can- ... while the, the cancellation is going on? Yeah, you may still see one or two more deductions out of your paychecks during the cancellation process, yes, ma'am. Why did it ac- uh, happen like that? Because- Okay. ... I mean, you, you, uh, uh, uh, I enroll to another

healthcare. Okay, they will be taking money from there because the, the week you enroll, they will take some money. Then the, uh, other one will be taking money too. How do you consider that? That's just how cancellation works, ma'am. That's how this cancellation process is. That is your policy? Yes, ma'am. That is the cancellation policy. Okay. Do I need to call again? So, you said one week or two weeks? You, you may, you may see one or two more deductions providing one or two final weeks of coverage. At the most, you will see two. Okay, no problem. Was there anything else? No, I'm fine. All right. Thank you again for calling and have a good day. Awesome.

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: Yeah, Chris, how are you? My name is Philomena. Hello?

Speaker speaker_1: I'm doing well, ma'am... I'm, I'm doing well, ma'am. How about yourself?

Speaker speaker_2: Fine. I want to cancel the card, the healthcare.

Speaker speaker_1: Okay.

Speaker speaker_2: I want to cancel it. I'm calling from, um, um, CareBuilders.

Speaker speaker_1: CareBuilders? Okay. What's the last four of your Social?

Speaker speaker_2: Uh, 6396.

Speaker speaker_1: And your last name, ma'am?

Speaker speaker_2: O-G-O-U-U-L.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: All r- Can you verify your address and your date of birth for me, please?

Speaker speaker_2: 733 Levia Road, Lansdowne. I date of birth is 11/20/1966.

Speaker speaker_1: Thank you. I also need the state and the ZIP Code of your address. Could you verify that, please?

Speaker speaker_2: Okay. Um, Pennsylvania, Philadelphia. Then, ZIP Code, 19050.

Speaker speaker_1: Thank you. And then we have a phone number on file for you at 267-815-3529. Is that correct?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. All right. I'm showing it looks like you're enrolled into medical, dental, vision and group accident. Was there any of this that you wanted to keep or did you want to cancel everything?

Speaker speaker_2: I want to cancel everything.

Speaker speaker_1: Okay. We can get that done for you. Just please be aware, cancellation does take some time to process, typically one to two weeks to go back through ATC or CareBuilders', uh, payroll systems as well. Um, during this timeframe, you may still see one or two more deductions providing one or two final weeks coverage but you won't see any more than two at the most. Okay?

Speaker speaker_2: Am I gonna show up?

Speaker speaker_1: Okay. So, you will see... You, you may see one or two more deductions as cancellations take one to two weeks to fully process. Um, during that, uh... But if you see any further deductions, you would only see two at the most, providing at most two more weeks of coverage.

Speaker speaker_2: So, um, if I wait for two weeks, um, would that be because they take money from the account, from my own account every week? What about that?

Speaker speaker_1: So they, so they... Okay. Cancellations take one to two weeks to process. They...

Speaker speaker_2: Uh-huh.

Speaker speaker_1: Because it is still an active enrollment while it's processing, then you, you do still have the... You do still have the possibility of seeing one or two more deductions out of your paychecks, providing one or two final weeks of coverage. However, you will not see any more than two at the most. If you see more than two out of your paychecks, then give us a call, but you should only see at most two more.

Speaker speaker_2: Oh, because if they're taking money from there, I need to enroll for because enrollment stopped by, um, 15th of December. I'm cancelling it because anytime I will go to hospital, buy some medication, I will pay from my pocket and I don't need that.

Speaker speaker_1: O- okay. I understand, ma'am, and I'm, I'm letting you know that we can... we're moving forward with the cancellation process, but I'm just letting you know what that process is.

Speaker speaker_2: So, if you go for the cancellation, that is what I'm saying, will I, um, will I be getting bills while you are processing it? Will I be getting bills to pay-

Speaker speaker_1: Yes, you can-

Speaker speaker_2: ... while the, the cancellation is going on?

Speaker speaker_1: Yeah, you may still see one or two more deductions out of your paychecks during the cancellation process, yes, ma'am.

Speaker speaker_2: Why did it ac- uh, happen like that? Because-

Speaker speaker_1: Okay.

Speaker speaker_2: ... I mean, you, you, uh, uh, uh, I enroll to another healthcare. Okay, they will be taking money from there because the, the week you enroll, they will take some money. Then the, uh, other one will be taking money too. How do you consider that?

Speaker speaker_1: That's just how cancellation works, ma'am. That's how this cancellation process is.

Speaker speaker_2: That is your policy?

Speaker speaker_1: Yes, ma'am. That is the cancellation policy.

Speaker speaker_2: Okay. Do I need to call again? So, you said one week or two weeks?

Speaker speaker_1: You, you may, you may see one or two more deductions providing one or two final weeks of coverage. At the most, you will see two.

Speaker speaker_2: Okay, no problem.

Speaker speaker_1: Was there anything else?

Speaker speaker_2: No, I'm fine.

Speaker speaker_1: All right. Thank you again for calling and have a good day.

Speaker speaker_2: Awesome.