

Transcript: Chris Sofield (deactivated)-6212345432850432-6036526550958080

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? Hi, Chris. I have insurance through my company that I work for, but I need to cancel the insurance. All right, what staffing company do you work with? Um, I work for Alcon, but I work through TRC Staffing Company. There we go, TRC. Yeah. All right. And then the last four of your social? Three three seven five. All right, your first and last name? Christine Seibel. Thank you, Ms. Seibel, could you verify your address and your date of birth for me? Um, 4/16/1964. And the address is 1330 Burning Bush Drive, Lobensville, Georgia 30052. Okay, moment. I can't find my insurance number. And then we have your phone on file of 813-863-2634, is that correct? No, I have a new number. Okay, what's the new number? Okay, it's area code 813... Mm-hmm. ... 580- Mm-hmm. ... 9082. Thank you. Oh. Mm-hmm. I show it looks like you have the NEC TeleRx plan along with dental and vision. Were you looking to cancel all three or did you want to keep any of this? No, I just need to cancel all of them. Got it. Cancellation's going to take about one to two weeks to fully process. It's got to go through TDRC's payroll teams as well. Okay. During this time frame, 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? Okay, thank you so much, Chris. You're welcome. Anything else? No, that's all. You have a great holiday. Same to you, ma'am. Thanks for calling. Mm, bye now. Thank you. 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 in a Card, this is Chris, how can I help you today?

Speaker speaker_2: Hi, Chris. I have insurance through my company that I work for, but I need to cancel the insurance.

Speaker speaker_1: All right, what staffing company do you work with?

Speaker speaker_2: Um, I work for Alcon, but I work through TRC Staffing Company.

Speaker speaker_1: There we go, TRC.

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. And then the last four of your social?

Speaker speaker_2: Three three seven five.

Speaker speaker_1: All right, your first and last name?

Speaker speaker_2: Christine Seibel.

Speaker speaker_1: Thank you, Ms. Seibel, could you verify your address and your date of birth for me?

Speaker speaker_2: Um, 4/16/1964. And the address is 1330 Burning Bush Drive, Lobensville, Georgia 30052.

Speaker speaker_1: Okay, moment.

Speaker speaker_2: I can't find my insurance number.

Speaker speaker_1: And then we have your phone on file of 813-863-2634, is that correct?

Speaker speaker_2: No, I have a new number.

Speaker speaker_1: Okay, what's the new number?

Speaker speaker_2: Okay, it's area code 813...

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 580-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... 9082.

Speaker speaker_1: Thank you. Oh.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I show it looks like you have the NEC TeleRx plan along with dental and vision. Were you looking to cancel all three or did you want to keep any of this?

Speaker speaker_2: No, I just need to cancel all of them.

Speaker speaker_1: Got it. Cancellation's going to take about one to two weeks to fully process. It's got to go through TDRC's payroll teams as well.

Speaker speaker_2: Okay.

Speaker speaker_1: During this time frame, 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: Okay, thank you so much, Chris.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: No, that's all. You have a great holiday.

Speaker speaker_1: Same to you, ma'am. Thanks for calling. Mm, bye now.

Speaker speaker_2: Thank you. Bye.