

Transcript: Chris Sofield

(deactivated)-6245639503167488-4574631373258752

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, Chris. Uh, this is Ily speaking. Um, d- y- okay, you guys are the ones who can cancel the policy, right? Uh, yes. Okay, um, let me give you my information and then I would like to cancel, um, wh- whatever policy I have with you guys. Okay, uh, what- um, what staffing company do you work with? Uh, VG. VG. Mm-hmm. And the last four of your social? 4628. Thank you, and your last name? Amuzi. All right, Ms. Amuzi, could you verify your address and your date of birth for me? I don't know what you have on file, but, um, uh, date of birth, uh, 10-14-1985. Um, address, I think you should have, 387 South Postal Glen, Apartment 1209, Houston, Texas 77056. Uh, that's not the one that we have on file. Okay, 778 West Road, Unit E, um, 77091. Um- Yeah. Yeah, that's the one that we have. Okay, yeah. Okay. Uh, and then, um, we have a phone on file of 283-7315. Is that correct? Yes, that's correct, yes. Mm-hmm. All right, one moment. Okay. All right, on our show, it looks like you're enrolled into medical, dental, vision and free Rx. Was there any of this that you wanted to keep or did you want to cancel all of it? Um... No, so... Hmm. Okay, well, I guess I can, well, yeah, just cancel all of it. Okay. Confirm process. All right then, just be aware the cancellation does take a little bit of time to process. It's gotta go through BGS's payroll teams as well. Um, this typically takes one to two weeks. Uh, during this one to two-week timeframe, it is possible you may still see one or two more deductions providing one or two final weeks of coverage, but you wouldn't see- Mm-hmm. ... any more than two at the most. Okay. All right, that's fine. All right. Anything else? No, that's it. Appreciate it. All right. You're welcome. Thanks for calling and have a wonderful day. Thanks. You too. Bye. Bye now. Mm-hmm.

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, Chris. Uh, this is Ily speaking. Um, d- y- okay, you guys are the ones who can cancel the policy, right?

Speaker speaker_1: Uh, yes.

Speaker speaker_2: Okay, um, let me give you my information and then I would like to cancel, um, wh- whatever policy I have with you guys.

Speaker speaker_1: Okay, uh, what- um, what staffing company do you work with?

Speaker speaker_2: Uh, VG.

Speaker speaker_1: VG.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 4628.

Speaker speaker_1: Thank you, and your last name?

Speaker speaker_2: Amuzi.

Speaker speaker_1: All right, Ms. Amuzi, could you verify your address and your date of birth for me?

Speaker speaker_2: I don't know what you have on file, but, um, uh, date of birth, uh, 10-14-1985. Um, address, I think you should have, 387 South Postal Glen, Apartment 1209, Houston, Texas 77056.

Speaker speaker_1: Uh, that's not the one that we have on file.

Speaker speaker_2: Okay, 778 West Road, Unit E, um, 77091. Um-

Speaker speaker_1: Yeah. Yeah, that's the one that we have.

Speaker speaker_2: Okay, yeah. Okay.

Speaker speaker_1: Uh, and then, um, we have a phone on file of 283-7315. Is that correct?

Speaker speaker_2: Yes, that's correct, yes. Mm-hmm.

Speaker speaker_1: All right, one moment.

Speaker speaker_2: Okay.

Speaker speaker_1: All right, on our show, it looks like you're enrolled into medical, dental, vision and free Rx. Was there any of this that you wanted to keep or did you want to cancel all of it?

Speaker speaker_2: Um... No, so... Hmm. Okay, well, I guess I can, well, yeah, just cancel all of it.

Speaker speaker_1: Okay.

Speaker speaker_2: Confirm process.

Speaker speaker_1: All right then, just be aware the cancellation does take a little bit of time to process. It's gotta go through BGS's payroll teams as well. Um, this typically takes one to two weeks. Uh, during this one to two-week timeframe, it is possible you may still see one or two more deductions providing one or two final weeks of coverage, but you wouldn't see-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... any more than two at the most.

Speaker speaker_2: Okay. All right, that's fine.

Speaker speaker_1: All right. Anything else?

Speaker speaker_2: No, that's it. Appreciate it.

Speaker speaker_1: All right. You're welcome. Thanks for calling and have a wonderful day.

Speaker speaker_2: Thanks. You too. Bye.

Speaker speaker_1: Bye now.

Speaker speaker_2: Mm-hmm.