

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? Hey, how you doing? I'm doing all right, ma'am. And yourself? I'm doing good. I was calling to make sure the insurance ... canceled, 'cause I see it came out my, uh, out my paycheck anyway. I was just making sure. I know they say y'all will not be doing a refund, so I was just making sure if it canceled. Okay. What staffing company do you work with? ATC. And the last four of your social? 6125. 6125, you said? Yes. Uh-huh. Okay. And then, your first and last name? It's Ashley Grayson. Okay. Ms. Grayson, could you verify your address and date of birth, please? It's 1820 Vine Hill Road, Thomasville, Alabama 36784. It is September the 18th, 1986. Thank you. And then we have a phone on file of 357-2805. Is that correct? Yes. Okay. Yes, I do show that your coverage is canceled. Okay then, 'cause I know they see, um, they see that they took the \$66.73 out of the, for the insurance. Right. It was advised when you canceled, um, that you may still see one deduction providing when we c- uh, one or two deductions providing one or two weeks of coverage for the policy. But if you were to see that, that, that, that's just part of the policy or for the process. Okay, so what about next week? Uh, 'cause I know he said there's gonna be one coming out, you know, but he said no refund, so I was just making sure. Yeah, let me take a look here. Okay. Based on this information, I'm seeing... Okay, yeah, no. It does, it does look like in this case, because it was canceled in, almost immediately after it was sent over to, uh, ATC to start the deductions, um, then yeah, that should be the only deduction you see. But no, it will not- Okay, then. ... be refunded. Okay then. Thank you. You're welcome. Anything else? That'll be all. All right. Thanks again for calling and have a good day. Oh, you too. 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: Hey, how you doing?

Speaker speaker_1: I'm doing all right, ma'am. And yourself?

Speaker speaker_2: I'm doing good. I was calling to make sure the insurance ... canceled, 'cause I see it came out my, uh, out my paycheck anyway. I was just making sure. I know they say y'all will not be doing a refund, so I was just making sure if it canceled.

Speaker speaker_1: Okay. What staffing company do you work with?

Speaker speaker_2: ATC.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 6125.

Speaker speaker_1: 6125, you said?

Speaker speaker_2: Yes. Uh-huh.

Speaker speaker_1: Okay. And then, your first and last name?

Speaker speaker_2: It's Ashley Grayson.

Speaker speaker_1: Okay. Ms. Grayson, could you verify your address and date of birth, please?

Speaker speaker_2: It's 1820 Vine Hill Road, Thomasville, Alabama 36784. It is September the 18th, 1986.

Speaker speaker_1: Thank you. And then we have a phone on file of 357-2805. Is that correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Yes, I do show that your coverage is canceled.

Speaker speaker_2: Okay then, 'cause I know they see, um, they see that they took the \$66.73 out of the, for the insurance.

Speaker speaker_1: Right. It was advised when you canceled, um, that you may still see one deduction providing when we c- uh, one or two deductions providing one or two weeks of coverage for the policy. But if you were to see that, that, that, that's just part of the policy or for the process.

Speaker speaker_2: Okay, so what about next week? Uh, 'cause I know he said there's gonna be one coming out, you know, but he said no refund, so I was just making sure.

Speaker speaker_1: Yeah, let me take a look here.

Speaker speaker_2: Okay.

Speaker speaker_1: Based on this information, I'm seeing... Okay, yeah, no. It does, it does look like in this case, because it was canceled in, almost immediately after it was sent over to, uh, ATC to start the deductions, um, then yeah, that should be the only deduction you see. But no, it will not-

Speaker speaker_2: Okay, then.

Speaker speaker_1: ... be refunded.

Speaker speaker_2: Okay then. Thank you.

Speaker speaker_1: You're welcome. Anything else?

Speaker speaker_2: That'll be all.

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

Speaker speaker_2: Oh, you too. Bye.