

(deactivated)-6574193619812352-4668868616568832

Thank you for calling Benefits in a Card. This is Chris. How can I help you today? Hello. My name is [REDACTED] [REDACTED]. I need to close it insurance. You need to close... You said, "Close the insurance?" Do you mean cancel it? Yeah, close insurance. Okay. Okay. What, what staffing company do you work with? What is it? What staffing company do you work with? Company? Uh, Ontrak. Ontrak? Okay. And the last four of your Social? Again, another... My [REDACTED]. What's, uh, what's the last four of your Social? Social? Yeah, the last four numbers. Yeah. Is, is now, uh, number Social or number phone? Uh, Social. Yeah. Okay, one minute. I am sorry. One minute. You're fine. You're fine. 797... Yes, here. Okay. 797. Uh, sir, I, I will just need the last four numbers. Last four numbers? 0387. 0387. Thank you. Okay. Yes. All right. [REDACTED] [REDACTED], could you verify your address and your date of birth please? Address? Yes, sir. Uh, 3, uh, 306 [REDACTED] [REDACTED] V[REDACTED]m. And the, uh, state and the ZIP code of that address? State, uh... One minute. Uh, state, uh. Hmm. Why you need address? I'm sorry? Why you need address? Uh, s- security purposes. Oh, okay. 37086. Okay. Thank you. And then what is your date of birth? What is it? Your date of birth. What... Your, your birthdate. Yeah, yeah, yeah. Yeah, yeah. Okay. December the 23rd. Okay. December 23, 1995. Okay. Thank you. And then- No- ... um, final question. We have a phone number on file for you. We have 615-931-7993. Is that correct? Yeah. It's correct. Okay. Thank you. All right. You're welcome. So, um, all right. So we can go ahead and start that cancellation process for you. Just please be aware, cancellation, the, uh... I do see here, first off, that you have looks like both medical and dental. Did you want to cancel both of these or did you want to keep one of them? Yeah. It's okay. What time does this clo- uh, cancels the insurance? Okay. Well, uh, first off I do need to confirm. Do you want to cancel both of them or just one of them? That's okay. The... So, no, I- But, uh- D- do you, do you want to cancel both the medical and the dental or do you want to keep one of them? N- no keep. The other one is cancel all insurance. Cancel all. Okay. So it will take one to two weeks for the cancellation to process. Um, it's gotta go back through Ontrak's payroll teams. Um, during this timeframe y- Okay. ... you may still see one or two more deductions which would provide one or two final weeks of coverage but it, you won't see any more than two at the most. Okay. Two weeks? Two weeks at the most. Yes, sir. Okay, sir. All right. Was there anything else I could help you with? Yeah. It's okay. All right. Well, if that's everything, thank you again for calling and you have a wonderful day. Yes. Thank you, sir. You're welcome. Bye now. Bye. Bye.

Conversation Format

Speaker speaker_1: Uh, 3, uh, 306 ■■■■■ V■■■m.

Speaker speaker_0: And the, uh, state and the ZIP code of that address?

Speaker speaker_1: State, uh... One minute. Uh, state, uh. Hmm. Why you need address?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Why you need address?

Speaker speaker_0: Uh, s- security purposes.

Speaker speaker_1: Oh, okay. 37086.

Speaker speaker_0: Okay. Thank you. And then what is your date of birth?

Speaker speaker_1: What is it?

Speaker speaker_0: Your date of birth. What... Your, your birthdate.

Speaker speaker_1: Yeah, yeah, yeah. Yeah, yeah. Okay. December the 23rd.

Speaker speaker_0: Okay.

Speaker speaker_1: December 23, 1995.

Speaker speaker_0: Okay. Thank you. And then-

Speaker speaker_1: No-

Speaker speaker_0: ... um, final question. We have a phone number on file for you. We have 615-931-7993. Is that correct?

Speaker speaker_1: Yeah. It's correct.

Speaker speaker_0: Okay. Thank you. All right.

Speaker speaker_1: You're welcome.

Speaker speaker_0: So, um, all right. So we can go ahead and start that cancellation process for you. Just please be aware, cancellation, the, uh... I do see here, first off, that you have looks like both medical and dental. Did you want to cancel both of these or did you want to keep one of them?

Speaker speaker_1: Yeah. It's okay. What time does this clo- uh, cancels the insurance?

Speaker speaker_0: Okay. Well, uh, first off I do need to confirm. Do you want to cancel both of them or just one of them?

Speaker speaker_1: That's okay.

Speaker speaker_0: The... So, no, I-

Speaker speaker_1: But, uh-

Speaker speaker_0: D- do you, do you want to cancel both the medical and the dental or do you want to keep one of them?

Speaker speaker_1: N- no keep. The other one is cancel all insurance.

Speaker speaker_0: Cancel all. Okay. So it will take one to two weeks for the cancellation to process. Um, it's gotta go back through Ontrak's payroll teams. Um, during this timeframe y-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you may still see one or two more deductions which would provide one or two final weeks of coverage but it, you won't see any more than two at the most.

Speaker speaker_1: Okay. Two weeks?

Speaker speaker_0: Two weeks at the most. Yes, sir.

Speaker speaker_1: Okay, sir.

Speaker speaker_0: All right. Was there anything else I could help you with?

Speaker speaker_1: Yeah. It's okay.

Speaker speaker_0: All right. Well, if that's everything, thank you again for calling and you have a wonderful day.

Speaker speaker_1: Yes. Thank you, sir.

Speaker speaker_0: You're welcome. Bye now.

Speaker speaker_1: Bye. Bye.