

## **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 In A Card. This is Chris. How can I help you today? I need to see about canceling benefits for next year. Okay. What, um, staffing company do you work with? Uh, Oxford Global Resources. Okay. And the last four of your social? 8878. Okay. And your first and last name? It's Haley Brinker. Thank you. Ms. Brinker, could you verify your address and date of birth for me please? Uh, 188 Crestview Drive, Carnesville, Georgia 30521. And what was on next one? I'm sorry. Uh, your date of birth. 8/31/82. All right. Thank you. We have a phone on file of 624-5415. Is that correct? Yes. All right. And then I show it looks like you have medical, dental, and vision. Were you looking to keep anything or did you want to cancel all of it? I'm gonna cancel all of it. Okay. All right. So... And that'll be effective, like, January, right? Um, let's see here. We'll take a look. All right. So cancellation, um, cancellation is a one to two-week process. Um... Oh, okay. Because it... Uh, yeah, 'cause that, that, uh... Because you can cancel at any time. That doesn't... It, uh, it's not restricted to just open enrollment or anything like that. Um, so... Okay. ... cancellation is going to be once... Is going to take place at, um, you know, one to two-week process. During this processing time, you may still see one or two more reductions providing one or two final weeks of coverage. But if you see any further reductions, it'd only be two at the most. Okay. No problem. All right. Anything else? That's it. All right. Thanks again for calling and have a wonderful day. You too. Thank you. You're welcome. Bye now. 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: I need to see about canceling benefits for next year.

Speaker speaker\_1: Okay. What, um, staffing company do you work with?

Speaker speaker\_2: Uh, Oxford Global Resources.

Speaker speaker\_1: Okay. And the last four of your social?

Speaker speaker\_2: 8878.

Speaker speaker\_1: Okay. And your first and last name?

Speaker speaker\_2: It's Haley Brinker.

Speaker speaker\_1: Thank you. Ms. Brinker, could you verify your address and date of birth for me please?

Speaker speaker\_2: Uh, 188 Crestview Drive, Carnesville, Georgia 30521. And what was on next one? I'm sorry.

Speaker speaker\_1: Uh, your date of birth.

Speaker speaker\_2: 8/31/82.

Speaker speaker\_1: All right. Thank you. We have a phone on file of 624-5415. Is that correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. And then I show it looks like you have medical, dental, and vision. Were you looking to keep anything or did you want to cancel all of it?

Speaker speaker\_2: I'm gonna cancel all of it.

Speaker speaker\_1: Okay. All right. So...

Speaker speaker\_2: And that'll be effective, like, January, right?

Speaker speaker\_1: Um, let's see here. We'll take a look. All right. So cancellation, um, cancellation is a one to two-week process. Um...

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Because it... Uh, yeah, 'cause that, that, uh... Because you can cancel at any time. That doesn't... It, uh, it's not restricted to just open enrollment or anything like that. Um, so...

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... cancellation is going to be once... Is going to take place at, um, you know, one to two-week process. During this processing time, you may still see one or two more reductions providing one or two final weeks of coverage. But if you see any further reductions, it'd only be two at the most.

Speaker speaker\_2: Okay. No problem.

Speaker speaker\_1: All right. Anything else?

Speaker speaker\_2: That's it.

Speaker speaker\_1: All right. Thanks again for calling and have a wonderful day.

Speaker speaker\_2: You too. Thank you.

Speaker speaker\_1: You're welcome. Bye now.

Speaker speaker\_2: Bye.