

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Thank you. How are you? Hey, how are you? How can I help you? Yes, my name is Mohammed Bryan. Mm-hmm. But I'm working for APL Inspection. Okay. Uh, uh, yes. I will check, like, um, my last check yesterday night. I see MEC, like, uh, the credit test for my bank, for my paycheck. I asked my sister who is, she told me, like, it's a service Medicare. Uh-huh. Uh, I want to cancel it. Okay. Okay. Yeah, so it sounds like you were auto-enrolled into the plan, so we are the administrators for different staffing agencies. Some of those staffing agencies do auto-enroll their new hires into a plan called the MEC. Um, what staffing agency is it, though? Search. Um, search? Okay. And then what are the last four of your Social? 9550. Okay, thank you. Can you verify your address and date of birth? Yes. Mm-hmm. Okay, what is it? Your address and date of birth? 3521 Mountain Viewway Drive, in New York, Tennessee. Okay, and then your birthday? 9-, uh, 04091999. Then I have 615-522-3329 as your phone number? Yeah, that's my phone number. Yeah. And then is it matzadrm@gmail.com? Yes. M-A-T-Okay. Yes, sir. And then Z-A-D-R-M at Gmail? M-A-T-Z-A-D-R-M. Yes, that's it. And then you said you wanted to cancel a coverage? Sorry? Okay. That's okay. Um, but you did wanna cancel it, correct? I, I want to cancel it. Okay. And then I do have to let you know that it does take 7 to 10 business days for any cancellations to process, so there is a chance that you may experience one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two. But I went ahead and canceled your coverage, so coverage has been canceled. Okay. You don't have to cancel right now? I'm sorry? You say you don't have to cancel it right now? No, I said that I went ahead and canceled it, but I did have to let you know that it does take 7 to 10 days for the cancellations to process. So, due to that- Okay. ... there is a chance that you may see one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two. All right. All right. Okay? But it's canceled. Okay. It's canceled in, like, uh, 10 days, right? Uh, yeah, it takes, like, 7 to 10 days, but I canceled it already. Mm-hmm. Okay, okay. Thanks so much. You're welcome. Have a nice day. Thank you, you too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker_1: Thank you. How are you?

Speaker speaker_0: Hey, how are you? How can I help you?

Speaker speaker_1: Yes, my name is Mohammed Bryan.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: But I'm working for APL Inspection.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, uh, yes. I will check, like, um, my last check yesterday night. I see MEC, like, uh, the credit test for my bank, for my paycheck. I asked my sister who is, she told me, like, it's a service Medicare.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: Uh, I want to cancel it.

Speaker speaker_0: Okay. Okay. Yeah, so it sounds like you were auto-enrolled into the plan, so we are the administrators for different staffing agencies. Some of those staffing agencies do auto-enroll their new hires into a plan called the MEC. Um, what staffing agency is it, though?

Speaker speaker_1: Search.

Speaker speaker_0: Um, search? Okay. And then what are the last four of your Social?

Speaker speaker_1: 9550.

Speaker speaker_0: Okay, thank you. Can you verify your address and date of birth?

Speaker speaker_1: Yes.

Speaker speaker_0: Mm-hmm. Okay, what is it? Your address and date of birth?

Speaker speaker_1: 3521 Mountain Viewway Drive, in New York, Tennessee.

Speaker speaker_0: Okay, and then your birthday?

Speaker speaker_1: 9-, uh, 04091999.

Speaker speaker_0: Then I have 615-522-3329 as your phone number?

Speaker speaker_1: Yeah, that's my phone number. Yeah.

Speaker speaker_0: And then is it matzadrm@gmail.com?

Speaker speaker_1: Yes. M-A-T-

Speaker speaker_0: Okay. Yes, sir. And then Z-A-D-R-M at Gmail?

Speaker speaker_1: M-A-T-Z-A-D-R-M. Yes, that's it.

Speaker speaker_0: And then you said you wanted to cancel a coverage?

Speaker speaker_1: Sorry?

Speaker speaker_0: Okay. That's okay. Um, but you did wanna cancel it, correct?

Speaker speaker_1: I, I want to cancel it.

Speaker speaker_0: Okay. And then I do have to let you know that it does take 7 to 10 business days for any cancellations to process, so there is a chance that you may experience one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two. But I went ahead and canceled your coverage, so coverage has been canceled.

Speaker speaker_1: Okay. You don't have to cancel right now?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: You say you don't have to cancel it right now?

Speaker speaker_0: No, I said that I went ahead and canceled it, but I did have to let you know that it does take 7 to 10 days for the cancellations to process. So, due to that-

Speaker speaker_1: Okay.

Speaker speaker_0: ... there is a chance that you may see one or two deductions after the cancellation. If you do see two, however, it shouldn't be more than two.

Speaker speaker_1: All right. All right.

Speaker speaker_0: Okay? But it's canceled.

Speaker speaker_1: Okay. It's canceled in, like, uh, 10 days, right?

Speaker speaker_0: Uh, yeah, it takes, like, 7 to 10 days, but I canceled it already. Mm-hmm.

Speaker speaker_1: Okay, okay. Thanks so much.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: Thank you, you too.