

## **Transcript: Estefania**

**Acevedo-4750636965216256-5568077723123712**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, ma'am. This is J-Jasmine. I received a message from y'all, um, that, uh, my insurance coverage, um, wasn't paid. Mm-hmm. And, um, the reason that it wasn't paid is because, um, I'm, I'm not working with H-S, HSS anymore. They- Okay. ... left, so, so that's the reason. I don't know if they'll- So I was gonna tell you, um, to keep the plan active, they do have to do weekly deductions from your paycheck. But if they don't do four consecutive deductions specifically out of your paycheck, by the fifth week, it cancels out by itself. Oh, okay. So let's say for this week, they don't do a deduction and for three more weeks after this week, by the fifth week, the plan is gonna get canceled. Because since you're no longer with them, there's no way that they can get a deduction out of your paycheck. Oh, okay. Well- So if you're no longer working with them, it's gonna eventually cancel. Um... Were you, um, d- did you want to keep them active for four weeks? 'Cause you're allowed to make up to four direct payments to have those week, um, covered. But either way, by the fifth week of no deductions taking specifically out of your paycheck, um, the plan gets canceled out. Oh, okay. Um, no, go, go ahead and cancel and I'm, I'm not working this month. Okay. You want me to go ahead? Yes, ma'am. Gotcha. And then I just need the last four of your Social. It's 8487. And then your first and last name? Jasmine. J-A-S-M-I-N, Olivarez, O-L-I-V-A-R-E-Z. I'm sorry. I think I got the wrong Social. Did you say... What did you say? I think I put a six. I put- It's 8- ... 8487? Oh, no. It's 8487. Oh, okay. Thank you. I'm sorry. And then can you please verify your first and last name for me? Yes, ma'am. It's J-A-S-M-I-N, then Olivarez, O-L-I-V-A-R-E-Z. Okay. And then, um, can you verify your address and date of birth for security purposes? Yes. It's, um, 11330 Bella Lane, Amarillo, Texas 79118. And then, um, your date of birth? I'm sorry? And then that date of birth? Okay. It's January 29th, 1996. Okay, thank you. 469-369-3789 is your phone number? Yes, ma'am. And then I have 11jasmineolivarez@gmail.com. Is that up to date? Yes, ma'am. And then you stated that you wanted to go ahead and cancel that coverage? Yes, ma'am. Okay. And then, uh, for any cancellations, we do have to give this disclaimer that it does take seven to ten business days for any cancellations to process, so there is a chance that you may experience one or two deductions before that cancellation. Um, but if you're no longer with them, then that's no longer gonna be possible, but I do have to let you know. Okay. Yes, ma'am. Okay? Did you have any other questions? No, ma'am. That's it. All right. Well, I hope you have a great day. Um, just keep in mind that if you do see one or two deductions, it's 'cause of that cancellation process. Okay. Yes, ma'am. Okay? I hope you have a great day. Thank you for your time. Thank you. Bye.

### **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: Yes, ma'am. This is J-Jasmine. I received a message from y'all, um, that, uh, my insurance coverage, um, wasn't paid.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: And, um, the reason that it wasn't paid is because, um, I'm, I'm not working with H-S, HSS anymore. They-

Speaker speaker\_0: Okay.

Speaker speaker\_1: ... left, so, so that's the reason. I don't know if they'll-

Speaker speaker\_0: So I was gonna tell you, um, to keep the plan active, they do have to do weekly deductions from your paycheck. But if they don't do four consecutive deductions specifically out of your paycheck, by the fifth week, it cancels out by itself.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: So let's say for this week, they don't do a deduction and for three more weeks after this week, by the fifth week, the plan is gonna get canceled. Because since you're no longer with them, there's no way that they can get a deduction out of your paycheck.

Speaker speaker\_1: Oh, okay. Well-

Speaker speaker\_0: So if you're no longer working with them, it's gonna eventually cancel. Um... Were you, um, d- did you want to keep them active for four weeks? 'Cause you're allowed to make up to four direct payments to have those week, um, covered. But either way, by the fifth week of no deductions taking specifically out of your paycheck, um, the plan gets canceled out.

Speaker speaker\_1: Oh, okay. Um, no, go, go ahead and cancel and I'm, I'm not working this month.

Speaker speaker\_0: Okay. You want me to go ahead?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Gotcha. And then I just need the last four of your Social.

Speaker speaker\_1: It's 8487.

Speaker speaker\_0: And then your first and last name?

Speaker speaker\_1: Jasmine. J-A-S-M-I-N, Olivarez, O-L-I-V-A-R-E-Z.

Speaker speaker\_0: I'm sorry. I think I got the wrong Social. Did you say... What did you say? I think I put a six. I put-

Speaker speaker\_1: It's 8-

Speaker speaker\_0: ... 8487?

Speaker speaker\_1: Oh, no. It's 8487.

Speaker speaker\_0: Oh, okay. Thank you. I'm sorry. And then can you please verify your first and last name for me?

Speaker speaker\_1: Yes, ma'am. It's J-A-S-M-I-N, then Olivarez, O-L-I-V-A-R-E-Z.

Speaker speaker\_0: Okay. And then, um, can you verify your address and date of birth for security purposes?

Speaker speaker\_1: Yes. It's, um, 11330 Bella Lane, Amarillo, Texas 79118.

Speaker speaker\_0: And then, um, your date of birth?

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: And then that date of birth?

Speaker speaker\_1: Okay. It's January 29th, 1996.

Speaker speaker\_0: Okay, thank you. 469-369-3789 is your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then I have 11jasmineolivarez@gmail.com. Is that up to date?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And then you stated that you wanted to go ahead and cancel that coverage?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay. And then, uh, for any cancellations, we do have to give this disclaimer that it does take seven to ten business days for any cancellations to process, so there is a chance that you may experience one or two deductions before that cancellation. Um, but if you're no longer with them, then that's no longer gonna be possible, but I do have to let you know.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: Okay? Did you have any other questions?

Speaker speaker\_1: No, ma'am. That's it.

Speaker speaker\_0: All right. Well, I hope you have a great day. Um, just keep in mind that if you do see one or two deductions, it's 'cause of that cancellation process.

Speaker speaker\_1: Okay. Yes, ma'am.

Speaker speaker\_0: Okay? I hope you have a great day. Thank you for your time.

Speaker speaker\_1: Thank you.

Speaker speaker\_0: Bye.