

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? Yes. Hi. My name is Hazel Hair, and um, I received a card, the 90-degree one for plan, but I do not want the benefits. Okay. Um, what staff and agency are you with? Client Services. Okay. And then what are the last two of your social? 6454. And your first and last name, please? Hazel Hair. For security purposes, can you verify address and date of birth? 286 Mark Avenue, Glendale Heights, Illinois 60139. 04241987. 630-930-0204, is that your phone number? 0204. Okay. Thank you. Yes. Okay. Um, yeah, it looks like you do have coverage for the MEC tele-RS. That's the plan that they auto-enroll their members into if they don't opt out before the 30 days. So, did you want to cancel it? Yeah. Okay, that's fine. I do have to let you know that the cancellation process does take seven to 10 days. So, due to that, you may still experience one or two deductions after the cancellation, um, but you shouldn't pass two, if you do get two. But I'm going to go ahead and- Okay. Sounds good. Okay? All right. It's canceled. Did you have any questions? No, that would be all. Okay. Well, thank you for your time. I hope you have a great day. Thank you so much. You as well. Bye-bye. Thank you.

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. Hi. My name is Hazel Hair, and um, I received a card, the 90-degree one for plan, but I do not want the benefits.

Speaker speaker_0: Okay. Um, what staff and agency are you with?

Speaker speaker_1: Client Services.

Speaker speaker_0: Okay. And then what are the last two of your social?

Speaker speaker_1: 6454.

Speaker speaker_0: And your first and last name, please?

Speaker speaker_1: Hazel Hair.

Speaker speaker_0: For security purposes, can you verify address and date of birth?

Speaker speaker_1: 286 Mark Avenue, Glendale Heights, Illinois 60139. 04241987.

Speaker speaker_0: 630-930-0204, is that your phone number?

Speaker speaker_1: 0204.

Speaker speaker_0: Okay. Thank you.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Um, yeah, it looks like you do have coverage for the MEC tele-RS. That's the plan that they auto-enroll their members into if they don't opt out before the 30 days. So, did you want to cancel it?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, that's fine. I do have to let you know that the cancellation process does take seven to 10 days. So, due to that, you may still experience one or two deductions after the cancellation, um, but you shouldn't pass two, if you do get two. But I'm going to go ahead and-

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Okay? All right. It's canceled. Did you have any questions?

Speaker speaker_1: No, that would be all.

Speaker speaker_0: Okay. Well, thank you for your time. I hope you have a great day.

Speaker speaker_1: Thank you so much. You as well. Bye-bye.

Speaker speaker_0: Thank you.