

## **Transcript: Estefania**

**Acevedo-5054427761262592-5566585859260416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hey, good afternoon. I'm calling from Benefits Center Card on behalf of Serge, who just got off the phone just now. Yeah? So, it looks like you already had been enrolled. Um, so I went ahead and canceled that. Um, cancellations do take five to seven days to process, so you may still experience one or two deductions, though. But, um, I went ahead and did that cancellation. Oh, all right. Thank you. You're welcome. So, you shouldn't be experiencing more than two deductions. Um, can I ask what those are? Yeah. So, it looks like you've been enrolled already into the auto-enrollment, but I went ahead and canceled it. Okay. So, what's the deduction thing? Deduction is for the auto-enrollment plan. Oh, okay. Yeah. Um, so it looks like they did already enroll you into it, but I went ahead and canceled it. Um, and typically, the cancellations take five to seven days to process, so you still may experience one or two deductions, but it shouldn't pass two deductions. All right. Well, thank you. You're welcome. Have a nice day. Yeah, you too. Goodbye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hey, good afternoon. I'm calling from Benefits Center Card on behalf of Serge, who just got off the phone just now.

Speaker speaker\_2: Yeah?

Speaker speaker\_1: So, it looks like you already had been enrolled. Um, so I went ahead and canceled that. Um, cancellations do take five to seven days to process, so you may still experience one or two deductions, though. But, um, I went ahead and did that cancellation.

Speaker speaker\_2: Oh, all right. Thank you.

Speaker speaker\_1: You're welcome. So, you shouldn't be experiencing more than two deductions.

Speaker speaker\_2: Um, can I ask what those are?

Speaker speaker\_1: Yeah. So, it looks like you've been enrolled already into the auto-enrollment, but I went ahead and canceled it.

Speaker speaker\_2: Okay. So, what's the deduction thing?

Speaker speaker\_1: Deduction is for the auto-enrollment plan.

Speaker speaker\_2: Oh, okay.

Speaker speaker\_1: Yeah. Um, so it looks like they did already enroll you into it, but I went ahead and canceled it. Um, and typically, the cancellations take five to seven days to process, so you still may experience one or two deductions, but it shouldn't pass two deductions.

Speaker speaker\_2: All right. Well, thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: Yeah, you too. Goodbye.

Speaker speaker\_1: Bye.