

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. My name is Stephanie. How can I assist you? Hey, Stephanie. Um, I'm an associate with MAU, and I'm calling during the open enrollment period, uh, to cancel all health benefits. Okay. Yeah, I can help you with that. Um, I just need the last four of your Social. Uh, 4184. And then if you could please verify your address and your date of birth for security purposes please. Uh, 126 North Woods Drive, Apartment B, uh, Seneca, South Carolina 29678. Okay. And then what was that date of birth? Uh, 12/18/1975. Thank you. Is 843-415-9557 your phone number? Uh, that's correct. And then I have dive23@yahoo.com. Does that still today? Yes. Okay. And then you said you wanted to cancel your full coverage? Yeah, I want to cancel everything. Okay. Yeah. I, I actually had a chance to try it, and it doesn't work for anything, any of the doctors I see, so it's useless- Okay. ... to me. Okay. Gotcha. Okay. And then I do have to let you know that it does take seven to 10 days for the cancellations to process, so there is a possibility that you may experience one or two deductions, but it shouldn't pass two. Hopefully it's just one. Um, but there is a possibility that you may see one or two. Okay. Um, can I get a confirmation of the cancellation sent to my email? Yes, sir, you can. Um, it does take, like, 24 hours for you to receive it, but I'll go ahead and submit that request. Is that a good email to send it to you? Yeah, sadovez23@yahoo.com. Yes, sir. Okay. I'll go ahead and request that, um, cancellation confirmation, and then it will get sent to your email. Okay. Thank you so much. You're welcome. And then that has been canceled. Okay. Okay. Great. Thank you. You're welcome. Have a nice day. You too. Bye-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 on a Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: Hey, Stephanie. Um, I'm an associate with MAU, and I'm calling during the open enrollment period, uh, to cancel all health benefits.

Speaker speaker_1: Okay. Yeah, I can help you with that. Um, I just need the last four of your Social.

Speaker speaker_2: Uh, 4184.

Speaker speaker_1: And then if you could please verify your address and your date of birth for security purposes please.

Speaker speaker_2: Uh, 126 North Woods Drive, Apartment B, uh, Seneca, South Carolina 29678.

Speaker speaker_1: Okay. And then what was that date of birth?

Speaker speaker_2: Uh, 12/18/1975.

Speaker speaker_1: Thank you. Is 843-415-9557 your phone number?

Speaker speaker_2: Uh, that's correct.

Speaker speaker_1: And then I have dive23@yahoo.com. Does that still today?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And then you said you wanted to cancel your full coverage?

Speaker speaker_2: Yeah, I want to cancel everything.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah. I, I actually had a chance to try it, and it doesn't work for anything, any of the doctors I see, so it's useless-

Speaker speaker_1: Okay.

Speaker speaker_2: ... to me.

Speaker speaker_1: Okay. Gotcha. Okay. And then I do have to let you know that it does take seven to 10 days for the cancellations to process, so there is a possibility that you may experience one or two deductions, but it shouldn't pass two. Hopefully it's just one. Um, but there is a possibility that you may see one or two.

Speaker speaker_2: Okay. Um, can I get a confirmation of the cancellation sent to my email?

Speaker speaker_1: Yes, sir, you can. Um, it does take, like, 24 hours for you to receive it, but I'll go ahead and submit that request. Is that a good email to send it to you?

Speaker speaker_2: Yeah, sadovez23@yahoo.com.

Speaker speaker_1: Yes, sir. Okay. I'll go ahead and request that, um, cancellation confirmation, and then it will get sent to your email.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. And then that has been canceled.

Speaker speaker_2: Okay. Okay. Great. Thank you.

Speaker speaker_1: You're welcome. Have a nice day.

Speaker speaker_2: You too. Bye-bye.