

Transcript: Estefania

Acevedo-5487552110215168-4728419845095424

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center My name is Stephanie. How can I assist you? Hello. My name is Camilla Moss, and I would like to cancel my benefits for the TRC Flex. Okay. Um, you said you're with TRC? Yes, ma'am. And then, what are the last four of your Social? 0756. Thank you. For security purposes, could you please verify your address and also your date of birth? 32 Constitutional Lane. And July 31st, 2002. Thank you. And then, um, what was that city and state? Cameron. South Carolina. Thank you. Is your phone number still 803-570-0394? Yes, ma'am. This is what I'm on, calling all. Okay. And then, I have your first name, last name, @gmail.com as your email on file. Yes, ma'am. Is that still up-to-date? Okay. Yes, ma'am. And then, due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage for the MEC Telarep and your dental? No. I just want to cancel my coverage. Okay. So- Cancel the dental and vi-... I think it's dental and vision. Cancel that, 'cause I think you guys taking an \$11. Well, well, from those benefits, I just want those benefits canceled, that's all. So yeah. Okay. I would like my benefits canceled. Okay. Um, so you had the dental and then the MEC Telareps. Oh, okay. So I'm gonna go ahead and, and cancel that for you. Um, before I cancel- Thank you so much. ... I just wanna let you know that it takes seven to day- ten days for the cancellations to process. So you may still experience one or two deductions, um, but it shouldn't pass two. Um, do I get my money back? Because I'm al- I'm not registered under it anymore. I thought 'cause they told me when they cancel, you, uh, um, you won't have to worry about, you know, anything like that. So it- So will I get reimbursed 'cause once I cancel it, it's, then I don't want to see it all going off my check anymore. So it takes you- 'Cause I tried to do it through them, but they said, um, call you guys. Yeah, you would have to call us. Yeah. So cancellations take seven to 10 days to process. That's why I did have to give you that disclaimer, that you still may experience one or two deductions. I'm not sure if you're gonna get two or one, but it does take seven to 10 days. Understandable. But I just don't want it to take out of my account. Like one time, okay. But twice, that's going too far 'cause I canceled my benefits seven days ago. So if it's not canceled... I mean, I feel like that's just out of my problem. I just... But thank you for letting me know. Um, um- Mm-hmm. ... if I do have that problem, where do I go? Um, you're welcome to call us back, but those are the... Seems like you guys wouldn't about it. ... responsible. Yeah. No, ma'am. Oh. Well, thank you so much. You're welcome. No problem. Hopefully it's gonna be at least only one, 'cause like I said, um- Yeah, but there may not be that much- ... it may be possible, but- ... you know, I can get it cheaper more, you know, obviously. Mm-hmm. So it could possibly just be one. But I did have to inform you maybe one or two deductions, okay? But it's canceled already. So you don't have any coverage anymore. All right. Thank you so much. Have a great day. Thank you. Have a nice day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center My name is Stephanie. How can I assist you?

Speaker speaker_2: Hello. My name is Camilla Moss, and I would like to cancel my benefits for the TRC Flex.

Speaker speaker_1: Okay. Um, you said you're with TRC?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then, what are the last four of your Social?

Speaker speaker_2: 0756.

Speaker speaker_1: Thank you. For security purposes, could you please verify your address and also your date of birth?

Speaker speaker_2: 32 Constitutional Lane. And July 31st, 2002.

Speaker speaker_1: Thank you. And then, um, what was that city and state?

Speaker speaker_2: Cameron. South Carolina.

Speaker speaker_1: Thank you. Is your phone number still 803-570-0394?

Speaker speaker_2: Yes, ma'am. This is what I'm on, calling all.

Speaker speaker_1: Okay. And then, I have your first name, last name, @gmail.com as your email on file.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Is that still up-to-date? Okay.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then, due to the fact that the call is being recorded, you stated that you wanted to cancel your coverage for the MEC Telarep and your dental?

Speaker speaker_2: No. I just want to cancel my coverage.

Speaker speaker_1: Okay. So-

Speaker speaker_2: Cancel the dental and vi-... I think it's dental and vision. Cancel that, 'cause I think you guys taking an \$11. Well, well, from those benefits, I just want those benefits canceled, that's all. So yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: I would like my benefits canceled.

Speaker speaker_1: Okay. Um, so you had the dental and then the MEC Telareps.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So I'm gonna go ahead and, and cancel that for you. Um, before I cancel-

Speaker speaker_2: Thank you so much.

Speaker speaker_1: ... I just wanna let you know that it takes seven to day- ten days for the cancellations to process. So you may still experience one or two deductions, um, but it shouldn't pass two.

Speaker speaker_2: Um, do I get my money back? Because I'm al- I'm not registered under it anymore. I thought 'cause they told me when they cancel, you, uh, um, you won't have to worry about, you know, anything like that.

Speaker speaker_1: So it-

Speaker speaker_2: So will I get reimbursed 'cause once I cancel it, it's, then I don't want to see it all going off my check anymore.

Speaker speaker_1: So it takes you-

Speaker speaker_2: 'Cause I tried to do it through them, but they said, um, call you guys.

Speaker speaker_1: Yeah, you would have to call us. Yeah. So cancellations take seven to 10 days to process. That's why I did have to give you that disclaimer, that you still may experience one or two deductions. I'm not sure if you're gonna get two or one, but it does take seven to 10 days.

Speaker speaker_2: Understandable. But I just don't want it to take out of my account. Like one time, okay. But twice, that's going too far 'cause I canceled my benefits seven days ago. So if it's not canceled... I mean, I feel like that's just out of my problem. I just... But thank you for letting me know. Um, um-

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: ... if I do have that problem, where do I go?

Speaker speaker_1: Um, you're welcome to call us back, but those are the...

Speaker speaker_2: Seems like you guys wouldn't about it.

Speaker speaker_1: ... responsible. Yeah. No, ma'am.

Speaker speaker_2: Oh. Well, thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: No problem.

Speaker speaker_1: Hopefully it's gonna be at least only one, 'cause like I said, um-

Speaker speaker_2: Yeah, but there may not be that much-

Speaker speaker_1: ... it may be possible, but-

Speaker speaker_2: ... you know, I can get it cheaper more, you know, obviously.

Speaker speaker_1: Mm-hmm. So it could possibly just be one. But I did have to inform you maybe one or two deductions, okay? But it's canceled already. So you don't have any coverage anymore.

Speaker speaker_2: All right. Thank you so much. Have a great day.

Speaker speaker_1: Thank you. Have a nice day.