

Transcript: Estefania

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you? Hi, my name's Daniel Bedinger, and I was given this packet, and I had been on this program last year in, uh, 2024. Mm-hmm. Uh, and now I'm in 2025, and I, I decided to go with the health, whatever, healthcare.gov, like ACH plan. So I just need to cancel this. Okay, that's fine. Um, what staffing agency are you working with? Time Staffing, which is like Hamilton Riker. Okay, and then what are the last four of your socials? Uh... Here, uh, 5-9-7-6. Okay, thank you. And then your first and last name please. Daniel, and then last name B-e-d-i-n-g-e-r. Thank you. Um, for security purposes, I do need you to verify the full address and your date of birth. Uh, March 9th, 1974. And then, uh, 110 North Spring Street, Bluffton, Ohio 45817. Okay, thank you, sir. And then I have a good phone number as 619-850-9904? Correct. Okay. And then I have the first initial of your name, your last name at gmail.com. Is that up to date? Yeah. And then did you want to cancel your entire coverage or just certain plans? Uh, the entire coverage. I don't need any of it. Okay. And then I do have to inform you that it does take seven to 10 business days for any cancellations or changes to be made. So there's a possibility that you may experience one or two deductions still, but it shouldn't pass two. Okay. Okay. I went ahead and canceled your coverage, so coverage has been canceled. Now, do I still need to fill this form out and turn it in with Time Staffing? I'm sorry? Do I still need to fill out this form and turn it in with the staffing office? So we're just, so we're just the healthcare administrators. Um, we take care of the healthcare benefits. Um, I went ahead and canceled it. Okay. I wouldn't think so, but I'm not 100% sure. Um, I would- Okay. ... ask them just to make sure, but I did cancel your coverage already. All right, thank you. You're welcome. Have a nice day. All right, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, my name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, my name's Daniel Bedinger, and I was given this packet, and I had been on this program last year in, uh, 2024.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Uh, and now I'm in 2025, and I, I decided to go with the health, whatever, healthcare.gov, like ACH plan. So I just need to cancel this.

Speaker speaker_0: Okay, that's fine. Um, what staffing agency are you working with?

Speaker speaker_1: Time Staffing, which is like Hamilton Riker.

Speaker speaker_0: Okay, and then what are the last four of your socials?

Speaker speaker_1: Uh... Here, uh, 5-9-7-6.

Speaker speaker_0: Okay, thank you. And then your first and last name please.

Speaker speaker_1: Daniel, and then last name B-e-d-i-n-g-e-r.

Speaker speaker_0: Thank you. Um, for security purposes, I do need you to verify the full address and your date of birth.

Speaker speaker_1: Uh, March 9th, 1974. And then, uh, 110 North Spring Street, Bluffton, Ohio 45817.

Speaker speaker_0: Okay, thank you, sir. And then I have a good phone number as 619-850-9904?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. And then I have the first initial of your name, your last name at gmail.com. Is that up to date?

Speaker speaker_1: Yeah.

Speaker speaker_0: And then did you want to cancel your entire coverage or just certain plans?

Speaker speaker_1: Uh, the entire coverage. I don't need any of it.

Speaker speaker_0: Okay. And then I do have to inform you that it does take seven to 10 business days for any cancellations or changes to be made. So there's a possibility that you may experience one or two deductions still, but it shouldn't pass two.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. I went ahead and canceled your coverage, so coverage has been canceled.

Speaker speaker_1: Now, do I still need to fill this form out and turn it in with Time Staffing?

Speaker speaker_0: I'm sorry?

Speaker speaker_1: Do I still need to fill out this form and turn it in with the staffing office?

Speaker speaker_0: So we're just, so we're just the healthcare administrators. Um, we take care of the healthcare benefits. Um, I went ahead and canceled it.

Speaker speaker_1: Okay.

Speaker speaker_0: I wouldn't think so, but I'm not 100% sure. Um, I would-

Speaker speaker_1: Okay.

Speaker speaker_0: ... ask them just to make sure, but I did cancel your coverage already.

Speaker speaker_1: All right, thank you.

Speaker speaker_0: You're welcome. Have a nice day.

Speaker speaker_1: All right, bye.