

## **Transcript: Estefania**

**Acevedo-5560193001504768-4934551801217024**

### **Full Transcript**

Thank you for calling for the PIP card, my name is Stephanie. How can I assist you? Hmm, I wanted to cancel my benefit enrollment. Okay. Um, which staffing agency do you work for? Dorothy. Um- Dorothy. I'm sorry. Staffing. Is it- Dor- Dorothy Staffing. Yeah. Is it Dorothy Staffing? Yeah. Okay. Um, what are the last four of your Social? Uh, 6343. Sorry. 6633? Uh, 6- 6343. Oh, okay. Thank you. 6343. And your first and last name, please? Uh, my first name's Jamal, J-A-M-A-L. And my last name is Muhammad, M-U-H-A-M-M-A-D. Okay. For security purposes, can you please verify your address and date of birth? Um, my address is, uh, 2512 249 Northeast. Okay. And my date of birth is June 26, 1995. And then, is it a house or an apartment? Uh, 2512 2064. Okay. And then the city and the state? Minnesota, San Antonio. Okay. And then I have 651-245-4431- Yep. ... as your phone number. Yep. Okay. And then I have J-O-M-A-L-S 35@Gmail.com? Yes. That's correct. Did you want to cancel everything or you just wanted to cancel certain things? Uh, first I do, I am operated with a medical card, but unfortunately the card I got is, uh, recipient is a patient, only eyes. It covers only eyes. Oh, okay. So that's why I'm canceled today. Can I get a card... Uh, I wanted to go to a doctor for checking, uh, so I got a receipt but I can't. Oh, yeah. The problem is that. That's why I'm canceled at that today. Oh, okay. So you want to cancel everything though? Yes. Or you want to just keep vision? Oh, you want to cancel everything? Can, can, can you help me to charge the card for how I go to the medic- medic- doctor? Um, so- For 10%. Unfor- yeah. So unfortunately, you're outside of your personal open enrollment. Okay. So you would have to wait, um, for the next company open enrollment to call and, um, add that plan. Okay. It looks like they're not within company open enrollment 'til December, though. Okay. Or 'til the end of the year. So I wouldn't be able to add a new plan, um, 'cause yeah, you don't have a medical plan. Okay, okay. Cancel this. Okay. Okay, cancel everything? Yep, yep. Okay. Um, I do have to let you know that it does take seven to ten business days for any cancellations to process. So there is a possibility that you may experience one or two deductions. But I'm going to go ahead and cancel everything, okay? Okay. Okay. You did want to cancel everything, right? Or did you want to keep your vision still? Uh, on- only cancel the patient. I'm sorry? You have two options. I'm sorry, I'm having trouble hearing. Do, do, do, do you have the two options? One is, uh, cancel all of them and what's the another one? Um, yeah, that's what I'm asking you. So I can't add new plans into your coverage. I need this new plan, yep. Okay. Um, since I'm not able to do that, did you want to go ahead and cancel everything? Okay. You did want to cancel everything? Yes. Okay. Um, I do have to let you know that it does take seven to ten business days for any cancellations to process. So there is a chance that you may experience one or two deductions after the cancellation, okay? But I'm going to go ahead and cancel your coverage. Okay. Thank you. You're welcome. Have a nice day. You're welcome.

## Conversation Format

Speaker speaker\_0: Thank you for calling for the PIP card, my name is Stephanie. How can I assist you?

Speaker speaker\_1: Hmm, I wanted to cancel my benefit enrollment.

Speaker speaker\_0: Okay. Um, which staffing agency do you work for?

Speaker speaker\_1: Dorothy.

Speaker speaker\_0: Um-

Speaker speaker\_1: Dorothy.

Speaker speaker\_0: I'm sorry.

Speaker speaker\_1: Staffing.

Speaker speaker\_0: Is it-

Speaker speaker\_1: Dor- Dorothy Staffing. Yeah.

Speaker speaker\_0: Is it Dorothy Staffing?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay. Um, what are the last four of your Social?

Speaker speaker\_1: Uh, 6343.

Speaker speaker\_0: Sorry. 6633?

Speaker speaker\_1: Uh, 6- 6343.

Speaker speaker\_0: Oh, okay. Thank you. 6343. And your first and last name, please?

Speaker speaker\_1: Uh, my first name's Jamal, J-A-M-A-L. And my last name is Muhammad, M-U-H-A-M-M-A-D.

Speaker speaker\_0: Okay. For security purposes, can you please verify your address and date of birth?

Speaker speaker\_1: Um, my address is, uh, 2512 249 Northeast.

Speaker speaker\_0: Okay.

Speaker speaker\_1: And my date of birth is June 26, 1995.

Speaker speaker\_0: And then, is it a house or an apartment?

Speaker speaker\_1: Uh, 2512 2064.

Speaker speaker\_0: Okay. And then the city and the state?

Speaker speaker\_1: Minnesota, San Antonio.

Speaker speaker\_0: Okay. And then I have 651-245-4431-

Speaker speaker\_1: Yep.

Speaker speaker\_0: ... as your phone number.

Speaker speaker\_1: Yep.

Speaker speaker\_0: Okay. And then I have J-O-M-A-L-S 35@Gmail.com?

Speaker speaker\_1: Yes. That's correct.

Speaker speaker\_0: Did you want to cancel everything or you just wanted to cancel certain things?

Speaker speaker\_1: Uh, first I do, I am operated with a medical card, but unfortunately the card I got is, uh, recipient is a patient, only eyes. It covers only eyes.

Speaker speaker\_0: Oh, okay.

Speaker speaker\_1: So that's why I'm canceled today. Can I get a card... Uh, I wanted to go to a doctor for checking, uh, so I got a receipt but I can't.

Speaker speaker\_0: Oh, yeah.

Speaker speaker\_1: The problem is that. That's why I'm canceled at that today.

Speaker speaker\_0: Oh, okay. So you want to cancel everything though?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Or you want to just keep vision? Oh, you want to cancel everything?

Speaker speaker\_1: Can, can, can you help me to charge the card for how I go to the medic-medic- doctor?

Speaker speaker\_0: Um, so-

Speaker speaker\_1: For 10%.

Speaker speaker\_0: Unfor- yeah. So unfortunately, you're outside of your personal open enrollment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you would have to wait, um, for the next company open enrollment to call and, um, add that plan.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It looks like they're not within company open enrollment 'til December, though.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Or 'til the end of the year. So I wouldn't be able to add a new plan, um, 'cause yeah, you don't have a medical plan.

Speaker speaker\_1: Okay, okay. Cancel this. Okay.

Speaker speaker\_0: Okay, cancel everything?

Speaker speaker\_1: Yep, yep.

Speaker speaker\_0: Okay. Um, I do have to let you know that it does take seven to ten business days for any cancellations to process. So there is a possibility that you may experience one or two deductions. But I'm going to go ahead and cancel everything, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay. You did want to cancel everything, right? Or did you want to keep your vision still?

Speaker speaker\_1: Uh, on- only cancel the patient.

Speaker speaker\_0: I'm sorry?

Speaker speaker\_1: You have two options.

Speaker speaker\_0: I'm sorry, I'm having trouble hearing.

Speaker speaker\_1: Do, do, do, do you have the two options? One is, uh, cancel all of them and what's the another one?

Speaker speaker\_0: Um, yeah, that's what I'm asking you. So I can't add new plans into your coverage.

Speaker speaker\_1: I need this new plan, yep.

Speaker speaker\_0: Okay. Um, since I'm not able to do that, did you want to go ahead and cancel everything?

Speaker speaker\_1: Okay.

Speaker speaker\_0: You did want to cancel everything?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, I do have to let you know that it does take seven to ten business days for any cancellations to process. So there is a chance that you may experience one or two deductions after the cancellation, okay? But I'm going to go ahead and cancel your coverage.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. Have a nice day.

Speaker speaker\_1: You're welcome.