

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits InnoCard. My name is Stephanie. How can I assist you? Hi, Stephanie. I would like to cancel my policy. Okay. What staff and agency do you work for? Focus Workforce. And then what are the last four of your social? 3671. And your first and last name? Uh, my first name is Kevin. My last name is Shaw. Okay. Give me one second. You said 3771? 3671. Three, six... Okay, thank you. Okay. And then for security purposes, Mr. Shaw, can you verify the address that I have as well as the date of birth for security purposes? Um, it's 674 Hoppenstein Road, Kutztown, Pennsylvania, 19530. And then what's your birthday? 10/30/91. 267-819-8678 is your phone number? Yes. I have shawkevin21@gmail.com. Is that up to date? Yes. Okay. All right. And did you want to cancel your entire coverage or just certain plans? Uh, I'm gonna cancel the entire coverage. Okay. Um, I do have to let you know that it takes seven to 10 days for any cancellations to process. So, due to that, there is a chance that you may experience one or two deductions after your cancellation. But you shouldn't pass two. Um, but I went ahead and canceled your coverage. Well, I got fired. I got fired from a job. Oh, um, I still have to read you that disclaimer. If you got fired, there's no way that they can get a deduction out of your paycheck if you no longer work with them. Um, but I still do have to let you know, do the cancellation process. Okay. That, that i- Now, I do have a question. Mm-hmm. Do you... Do you know how long is it gonna take before I no longer have insurance completely? 'Cause I would like to get on my wife's insurance. So, like I said, it does take seven to 10 days for cancellations to process. All right. So that's why I, I usually give you that disclaimer that, um, it takes one to two... It... You may experience one or two deductions after the cancellation. Okay. Um, so would I have to wait until- 'Cause I'm looking at your- ... like seven to 10 days? Um, well, I would, because I, I wouldn't really be able to tell you when exactly it's gonna cancel completely, 'cause it does take seven to 10 days for any cancellations to process. Due to that, that's why we tell you that, um, you may experience one or two deductions after the cancellation. Um, since we don't work in Focus Workforce, we don't have access to their payrolls. So, I wouldn't be able to tell you if you're gonna see one or two or you're not gonna see any. Okay. Um, now I have to- So I would just be paying attention to that pay stub. Um, but like I said, you may experience one or two deductions. Um, I just wouldn't be able to tell you if it's gonna be one or two. Okay. I also do have a question. Um, do I have to... Who do I speak to about getting a letter stating that my insurance is canceled so I can get on my wife's insurance? I can send it. We can... Mm-hmm. So, I can send an email to the main office requesting a cancellation confirmation to be sent to the email file. Okay. I have an email of shawkevin21@gmail.com. Yes. Yep. So I can go ahead and request that. And you should be getting it within 24 hours, the latest. Okay. All right. Thank you very much. You're welcome. Have a nice day. You too. Thanks.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits InnoCard. My name is Stephanie. How can I assist you?

Speaker speaker_1: Hi, Stephanie. I would like to cancel my policy.

Speaker speaker_0: Okay. What staff and agency do you work for?

Speaker speaker_1: Focus Workforce.

Speaker speaker_0: And then what are the last four of your social?

Speaker speaker_1: 3671.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Uh, my first name is Kevin. My last name is Shaw.

Speaker speaker_0: Okay. Give me one second. You said 3771?

Speaker speaker_1: 3671.

Speaker speaker_0: Three, six... Okay, thank you. Okay. And then for security purposes, Mr. Shaw, can you verify the address that I have as well as the date of birth for security purposes?

Speaker speaker_1: Um, it's 674 Hoppenstein Road, Kutztown, Pennsylvania, 19530.

Speaker speaker_0: And then what's your birthday?

Speaker speaker_1: 10/30/91.

Speaker speaker_0: 267-819-8678 is your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: I have shawkevin21@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. And did you want to cancel your entire coverage or just certain plans?

Speaker speaker_1: Uh, I'm gonna cancel the entire coverage.

Speaker speaker_0: Okay. Um, I do have to let you know that it takes seven to 10 days for any cancellations to process. So, due to that, there is a chance that you may experience one or two deductions after your cancellation. But you shouldn't pass two. Um, but I went ahead and canceled your coverage.

Speaker speaker_1: Well, I got fired. I got fired from a job.

Speaker speaker_0: Oh, um, I still have to read you that disclaimer. If you got fired, there's no way that they can get a deduction out of your paycheck if you no longer work with them. Um,

but I still do have to let you know, do the cancellation process.

Speaker speaker_1: Okay.

Speaker speaker_0: That, that i-

Speaker speaker_1: Now, I do have a question.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Do you... Do you know how long is it gonna take before I no longer have insurance completely? 'Cause I would like to get on my wife's insurance.

Speaker speaker_0: So, like I said, it does take seven to 10 days for cancellations to process.

Speaker speaker_1: All right.

Speaker speaker_0: So that's why I, I usually give you that disclaimer that, um, it takes one to two... It... You may experience one or two deductions after the cancellation.

Speaker speaker_1: Okay. Um, so would I have to wait until-

Speaker speaker_0: 'Cause I'm looking at your-

Speaker speaker_1: ... like seven to 10 days?

Speaker speaker_0: Um, well, I would, because I, I wouldn't really be able to tell you when exactly it's gonna cancel completely, 'cause it does take seven to 10 days for any cancellations to process. Due to that, that's why we tell you that, um, you may experience one or two deductions after the cancellation. Um, since we don't work in Focus Workforce, we don't have access to their payrolls. So, I wouldn't be able to tell you if you're gonna see one or two or you're not gonna see any.

Speaker speaker_1: Okay. Um, now I have to-

Speaker speaker_0: So I would just be paying attention to that pay stub. Um, but like I said, you may experience one or two deductions. Um, I just wouldn't be able to tell you if it's gonna be one or two.

Speaker speaker_1: Okay. I also do have a question. Um, do I have to... Who do I speak to about getting a letter stating that my insurance is canceled so I can get on my wife's insurance?

Speaker speaker_0: I can send it. We can... Mm-hmm. So, I can send an email to the main office requesting a cancellation confirmation to be sent to the email file.

Speaker speaker_1: Okay.

Speaker speaker_0: I have an email of shawkevin21@gmail.com.

Speaker speaker_1: Yes.

Speaker speaker_0: Yep. So I can go ahead and request that. And you should be getting it within 24 hours, the latest.

Speaker speaker_1: Okay. All right. Thank you very much.

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

Speaker speaker_1: You too. Thanks.