

## **Transcript: Estefania**

**Acevedo-6129211836776448-6153160104656896**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Teffany . Oh, sorry. Is... Can you speak in English? Oh, yeah. I'm sorry. I, I thought it said Spanish. Thank you. Um- Sorry. Are you a- That might have been my bad. It's okay. Um, yeah. I just wanted to cancel part of my insurance for the open enrollment. Okay, yeah. I can help you with that. Um, what staff and agency are you with? Creative Circle. Okay. And then, what are the last four of your social? 0430. And your first and last name? Jenna Yurochi. For security purposes, could you verify your address and your date of birth? Yeah. Uh, 340 Estimada Ave., Apartment 21, Evan-. Uh, birthday is 6/12/1997. Is your phone number the 438-8515? Yes. Okay. And then, I have your first name, period, i@icloud.com. Is that up to date? Yes. Okay, thank you. And then what were you trying to get rid of? Um, it looks like you have the dental term life vision and then the MEC tele-RS. The MEC is what I wanted to get rid of. Okay. And just keep the dental and the vision. Okay. And then, um, I would have to keep your term life since it comes in a bundle with the dental, okay? That's fine. I do have a question on that. I know the vision's through MetLife, but, um, what is the dental through? Like, I have an appointment coming up and I'd just like to tell them what it is. So- I just wanted to know. So the, the network is Carington but, um, the carrier is APL, which is American Public Life. Okay, gotcha. Mm-hmm. And then, um, do I have permission to take the MEC tele-RS from your plan? So it looks like if I take it off, it's gonna be... Your weekly, your new weekly deduction would be \$7.90. Yeah, that's fine. Okay. Please allow seven to 10 business days for any changes to process. So there's a possibility that you still may see the deduction of \$23.53, um, because it takes seven to 10 business days for the cancellations to process. Okay? So there's a possibility that you still may see one or two deductions with that amount. But once you see the \$7.90 come out of your paycheck, that's when the dental term life and vision are the only ones that you're applying. Okay, great. All right. But I went ahead and did those changes. Awesome. Thank you. Did you have any more questions? Uh, just one more question around the dental is like, when I ask for what it's through, can I just give them the Benefits in a Card number, or do I need to give them the specific APL information? Yes. So you would have to tell them APL, 'cause they're the carriers, and we're just the healthcare administrators. Gotcha. Okay, great. Yes, ma'am. But it's American Public Life. That's gonna be, um, as well for your term life. Okay, great. Thank you. So for your dental and your term life, the carrier is American Public Life, and for your m- vision, it's MetLife. Great. Okay. Awesome. Thank you. You're welcome. Have a nice day. Thanks. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Teffany .

Speaker speaker\_2: Oh, sorry. Is... Can you speak in English?

Speaker speaker\_1: Oh, yeah. I'm sorry. I, I thought it said Spanish. Thank you. Um-

Speaker speaker\_2: Sorry.

Speaker speaker\_1: Are you a-

Speaker speaker\_2: That might have been my bad.

Speaker speaker\_1: It's okay.

Speaker speaker\_2: Um, yeah. I just wanted to cancel part of my insurance for the open enrollment.

Speaker speaker\_1: Okay, yeah. I can help you with that. Um, what staff and agency are you with?

Speaker speaker\_2: Creative Circle.

Speaker speaker\_1: Okay. And then, what are the last four of your social?

Speaker speaker\_2: 0430.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Jenna Yurochi.

Speaker speaker\_1: For security purposes, could you verify your address and your date of birth?

Speaker speaker\_2: Yeah. Uh, 340 Estimada Ave., Apartment 21, Evan-. Uh, birthday is 6/12/1997.

Speaker speaker\_1: Is your phone number the 438-8515?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. And then, I have your first name, period, i@icloud.com. Is that up to date?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, thank you. And then what were you trying to get rid of? Um, it looks like you have the dental term life vision and then the MEC tele-RS.

Speaker speaker\_2: The MEC is what I wanted to get rid of.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And just keep the dental and the vision.

Speaker speaker\_1: Okay. And then, um, I would have to keep your term life since it comes in a bundle with the dental, okay?

Speaker speaker\_2: That's fine. I do have a question on that. I know the vision's through MetLife, but, um, what is the dental through? Like, I have an appointment coming up and I'd just like to tell them what it is.

Speaker speaker\_1: So-

Speaker speaker\_2: I just wanted to know.

Speaker speaker\_1: So the, the network is Carington but, um, the carrier is APL, which is American Public Life.

Speaker speaker\_2: Okay, gotcha.

Speaker speaker\_1: Mm-hmm. And then, um, do I have permission to take the MEC tele-RS from your plan? So it looks like if I take it off, it's gonna be... Your weekly, your new weekly deduction would be \$7.90.

Speaker speaker\_2: Yeah, that's fine.

Speaker speaker\_1: Okay. Please allow seven to 10 business days for any changes to process. So there's a possibility that you still may see the deduction of \$23.53, um, because it takes seven to 10 business days for the cancellations to process. Okay? So there's a possibility that you still may see one or two deductions with that amount. But once you see the \$7.90 come out of your paycheck, that's when the dental term life and vision are the only ones that you're applying.

Speaker speaker\_2: Okay, great.

Speaker speaker\_1: All right. But I went ahead and did those changes.

Speaker speaker\_2: Awesome. Thank you.

Speaker speaker\_1: Did you have any more questions?

Speaker speaker\_2: Uh, just one more question around the dental is like, when I ask for what it's through, can I just give them the Benefits in a Card number, or do I need to give them the specific APL information?

Speaker speaker\_1: Yes. So you would have to tell them APL, 'cause they're the carriers, and we're just the healthcare administrators.

Speaker speaker\_2: Gotcha. Okay, great.

Speaker speaker\_1: Yes, ma'am. But it's American Public Life. That's gonna be, um, as well for your term life.

Speaker speaker\_2: Okay, great. Thank you.

Speaker speaker\_1: So for your dental and your term life, the carrier is American Public Life, and for your m- vision, it's MetLife.

Speaker speaker\_2: Great. Okay. Awesome. Thank you.

Speaker speaker\_1: You're welcome. Have a nice day.

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Bye.