

## **Transcript: Estefania**

**Acevedo-6540988227436544-5470130631262208**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yes, this is Dolores Harpere. Um, I, uh, work for Surge in Wilmington, Ohio. Um, I want to, uh, can... I guess you'd say cancel that, uh, preventive or whatever it is, 'cause it's, it's not regular insurance, I don't think, is it? Okay. Yeah, it's just a preventative plan, meaning it only covers like a physical, some vaccines, some STD screenings, some cancer screenings. Not all of them, but only some. And then it doesn't cover urgent care, emergency room, hospital visits, doctor visits or savings or surgeries. So it's only for preventives. Okay. I want to cancel that then. I don't know if it's started yet or not, but... Okay. Yeah, I can check real quick. Mm-hmm. What is the staffing agency that you're with? Surge. And then the last four of your Social? Uh, 6... 6918. If it ain't, it's probably getting ready to start. And then, what's your first and last name again? I'm sorry. Uh, Dolores, D-O-L-O-R-E-S. And Harpere, H-A-R-P-E-R-E. Okay. Then you said 6918 for the last four, right? Yes. It is. Oh, I found you. Yeah. Can you please verify your address and date of birth? Uh, 82365 301 Rose Avenue, Sabina, Ohio 45169. Okay. Thank you. And then I have 937-302-7211 as your phone number? Right. Okay. You said you wanted to cancel that, correct? Yeah, 'cause it don't sound like it's... Okay. So it looks like it became active for next week already, but I'm gonna go ahead and cancel it. I do have to let you know, however, that it does take seven to 10 business days for the cancellations to process. So due to that, there is the possibility that you may still see one deduction or maybe even two after the cancellation. If you do see two however, it shouldn't be more than that. Okay. Two's the max. Mm-hmm. Will they reimburse that back or how will they reimburse? No. So you would... So unfortunately, no. But you would have active coverage for how m- so if it's only one deduction, that means you're just gonna have, uh, active coverage for that one week. If it's two, then it's for two weeks. But unfortunately, they don't reimburse. Okay. That's fine. All right. But it's canceled. Hopefully it's only one. Okay. And is that all I gotta do then? Yes, ma'am. It's canceled already. Mm-hmm. Okay. Thank you very much. You're welcome. Have a nice day. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: Yes, this is Dolores Harpere. Um, I, uh, work for Surge in Wilmington, Ohio. Um, I want to, uh, can... I guess you'd say cancel that, uh, preventive or whatever it is, 'cause it's, it's not regular insurance, I don't think, is it?

Speaker speaker\_0: Okay. Yeah, it's just a preventative plan, meaning it only covers like a physical, some vaccines, some STD screenings, some cancer screenings. Not all of them, but only some. And then it doesn't cover urgent care, emergency room, hospital visits, doctor visits or savings or surgeries. So it's only for preventives.

Speaker speaker\_1: Okay. I want to cancel that then. I don't know if it's started yet or not, but...

Speaker speaker\_0: Okay. Yeah, I can check real quick.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: What is the staffing agency that you're with?

Speaker speaker\_1: Surge.

Speaker speaker\_0: And then the last four of your Social?

Speaker speaker\_1: Uh, 6... 6918. If it ain't, it's probably getting ready to start.

Speaker speaker\_0: And then, what's your first and last name again? I'm sorry.

Speaker speaker\_1: Uh, Dolores, D-O-L-O-R-E-S. And Harpere, H-A-R-P-E-R-E.

Speaker speaker\_0: Okay. Then you said 6918 for the last four, right?

Speaker speaker\_1: Yes. It is.

Speaker speaker\_0: Oh, I found you.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Can you please verify your address and date of birth?

Speaker speaker\_1: Uh, 82365 301 Rose Avenue, Sabina, Ohio 45169.

Speaker speaker\_0: Okay. Thank you. And then I have 937-302-7211 as your phone number?

Speaker speaker\_1: Right.

Speaker speaker\_0: Okay. You said you wanted to cancel that, correct?

Speaker speaker\_1: Yeah, 'cause it don't sound like it's...

Speaker speaker\_0: Okay. So it looks like it became active for next week already, but I'm gonna go ahead and cancel it. I do have to let you know, however, that it does take seven to 10 business days for the cancellations to process. So due to that, there is the possibility that you may still see one deduction or maybe even two after the cancellation. If you do see two however, it shouldn't be more than that.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Two's the max. Mm-hmm.

Speaker speaker\_1: Will they reimburse that back or how will they reimburse?

Speaker speaker\_0: No. So you would... So unfortunately, no. But you would have active coverage for how m- so if it's only one deduction, that means you're just gonna have, uh, active coverage for that one week. If it's two, then it's for two weeks. But unfortunately, they don't reimburse.

Speaker speaker\_1: Okay. That's fine.

Speaker speaker\_0: All right. But it's canceled. Hopefully it's only one.

Speaker speaker\_1: Okay. And is that all I gotta do then?

Speaker speaker\_0: Yes, ma'am. It's canceled already. Mm-hmm.

Speaker speaker\_1: Okay. Thank you very much.

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

Speaker speaker\_1: You too. Bye-bye.