

Transcript: Estefania

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Full Transcript

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? Yeah, hi. I was calling because I'd like to opt out of it, please. Okay. Yes, sir. Give me one second. What staff and agency do you work for? Uh, MAU. And then what are the last four of your social? 7788. Um, I was gonna tell you that for MAU, though they don't have the auto-enrollment. But if it makes you feel better, I can still decline your coverage. But they don't auto-enroll their members into any of the plans. But I can- Oh. ... still check if you want. Yes, please. Just to be on the safe side. And then, I'm sorry, you said 7788? Correct. And your first and last name? Alexander Cervantes. Okay. For security purposes, could you verify your address and your date of birth? Um, my address is 2689 West 700 North Wewahka, Indiana. Mm-hmm. And then my birthday is January 20th, 1996. 260-350-1521 your phone number? Yes. Okay. And then I have A, your last name, 2121, sis@gmail.com. Is that up to date? Yes. Okay. Okay, sir. So, you already do have active coverage. Um, it looks like you have the NEC, which is your preventative plan for Employee Plus Family. And you have the Critical Illness. Were are you trying to cancel it? Yeah. I was trying to opt out of it. Oh, okay. So you wanted to cancel. Yeah. Okay, that's fine. Um, did you want to cancel both of the plans or just one? Both of them. Okay. I do have to let you know that it does take seven to ten days for any changes or cancellations to actually process. So due to that, you may experience one or two deductions still. Um, but it shouldn't pass two. Hopefully it's- Okay. ... just two. But you may experience two. Okay? Okay, that's fine. All right. Your coverage has been canceled. Alrighty. Thank you very much. Thank you. Bye. Yeah, bye-bye. Have a nice- You too.

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: Yeah, hi. I was calling because I'd like to opt out of it, please.

Speaker speaker_0: Okay. Yes, sir. Give me one second. What staff and agency do you work for?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: 7788.

Speaker speaker_0: Um, I was gonna tell you that for MAU, though they don't have the auto-enrollment. But if it makes you feel better, I can still decline your coverage. But they don't auto-enroll their members into any of the plans. But I can-

Speaker speaker_1: Oh.

Speaker speaker_0: ... still check if you want.

Speaker speaker_1: Yes, please.

Speaker speaker_0: Just to be on the safe side. And then, I'm sorry, you said 7788?

Speaker speaker_1: Correct.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: Alexander Cervantes.

Speaker speaker_0: Okay. For security purposes, could you verify your address and your date of birth?

Speaker speaker_1: Um, my address is 2689 West 700 North Wewahka, Indiana.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And then my birthday is January 20th, 1996.

Speaker speaker_0: 260-350-1521 your phone number?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And then I have A, your last name, 2121, sis@gmail.com. Is that up to date?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Okay, sir. So, you already do have active coverage. Um, it looks like you have the NEC, which is your preventative plan for Employee Plus Family. And you have the Critical Illness. Were are you trying to cancel it?

Speaker speaker_1: Yeah. I was trying to opt out of it.

Speaker speaker_0: Oh, okay. So you wanted to cancel.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, that's fine. Um, did you want to cancel both of the plans or just one?

Speaker speaker_1: Both of them.

Speaker speaker_0: Okay. I do have to let you know that it does take seven to ten days for any changes or cancellations to actually process. So due to that, you may experience one or two deductions still. Um, but it shouldn't pass two. Hopefully it's-

Speaker speaker_1: Okay.

Speaker speaker_0: ... just two. But you may experience two. Okay?

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: All right. Your coverage has been canceled.

Speaker speaker_1: Alrighty. Thank you very much.

Speaker speaker_0: Thank you. Bye.

Speaker speaker_1: Yeah, bye-bye.

Speaker speaker_0: Have a nice-

Speaker speaker_1: You too.