

Transcript: Francesca

Baez-4890126864826368-5562210729279488

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today? Yes, ma'am. Uh, for 2025, I wanted to dis-enroll for Benefits in a Car. Okay. So you're calling to cancel or decline benefits? I'm sorry. Um, for 2025, decline. What staffing company do you work with? Oxford Global Resources. Okay. So Oxford Global doesn't have any auto enrollment. So if you do not want to be enrolled into their coverage and you currently don't have any benefits with them, you can simply Oh, I do. I do have benefits with them. So you wanna cancel them? So I guess I'm... Okay. No, ma'am. That was a question. So do you want to cancel them? Yes, I do. Okay. What is the last four of your Social? 1190. And the last name? Pate Fields. Could you please verify your mailing address and your date of birth? 4559 Sherwood Way, San Antonio, Texas 78217. Okay. And what was, uh, 11/16/71? We have that phone number to reach you to 10396-6987. Yes, ma'am. And I have two emails for you. I have first one, first name. Fields@ce.oxfordcorp.com. Yes, ma'am. And then the second one, we have it down as first name Kate.PateFields@gmail.com. Yes, ma'am. Now, when you say you wanna cancel benefits, you don't necessarily mean that you want them to stop as of January. Just in general, you wanna cancel the policy. Correct? Well, as of... The, the new enrollment period's coming, right? I don't know what... I don't understand your question. So my question is the following. At the beginning of the call, you said you wanted to decline, opt out, or reject benefits 2025. Correct. And then when we established that if you don't want to do any enrollment, then you just have to cancel your current policy. So based on the way that you're wording it, I just want to make sure that you're not trying to still have benefits for the remaining of December 2024, that you're just calling to cancel them in general. Um, yeah. I actually... I do not need them. Correct. Okay. Underst- I was just trying to make sure since you were saying for 2025. So I was like, let me double check. Yes. For both. For now and the future. All right. So then we just need the verbal disclosure that today you would like to cancel your full coverage with Oxford Global and have no standing plans of access. Correct? Yes, ma'am. All right. So you are all set for the cancellations. Cancellations do take seven to 10 business days to process through. So there is a possibility of one or two more deductions, which will mean one or two more weeks of coverage. But you should not be seeing three. At most, it should be two deductions. Okay? Okay. Thank you so much. Do I get an email on that or... We don't automatically send one out, but if you would like me to request a cancellation confirmation, I can request it for them and it should be getting to your email within 24 to 48 hours. Yes, ma'am. I would appreciate that. All right. I'll go ahead and put in the request for you. Thank you so much. Of course. I hope you have a wonderful rest of your day, and thank you for your time today. Thank you. Thank you.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Car. My name is Francesca. How can I assist you today?

Speaker speaker_2: Yes, ma'am. Uh, for 2025, I wanted to dis-enroll for Benefits in a Car.

Speaker speaker_1: Okay. So you're calling to cancel or decline benefits? I'm sorry.

Speaker speaker_2: Um, for 2025, decline.

Speaker speaker_1: What staffing company do you work with?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: Okay. So Oxford Global doesn't have any auto enrollment. So if you do not want to be enrolled into their coverage and you currently don't have any benefits with them, you can simply

Speaker speaker_2: Oh, I do. I do have benefits with them.

Speaker speaker_1: So you wanna cancel them?

Speaker speaker_2: So I guess I'm... Okay.

Speaker speaker_1: No, ma'am. That was a question. So do you want to cancel them?

Speaker speaker_2: Yes, I do.

Speaker speaker_1: Okay. What is the last four of your Social?

Speaker speaker_2: 1190.

Speaker speaker_1: And the last name?

Speaker speaker_2: Pate Fields.

Speaker speaker_1: Could you please verify your mailing address and your date of birth?

Speaker speaker_2: 4559 Sherwood Way, San Antonio, Texas 78217.

Speaker speaker_1: Okay.

Speaker speaker_2: And what was, uh, 11/16/71?

Speaker speaker_1: We have that phone number to reach you to 10396-6987.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have two emails for you. I have first one, first name. Fields@ce.oxfordcorp.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then the second one, we have it down as first name Kate.PateFields@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Now, when you say you wanna cancel benefits, you don't necessarily mean that you want them to stop as of January. Just in general, you wanna cancel the policy. Correct?

Speaker speaker_2: Well, as of... The, the new enrollment period's coming, right? I don't know what... I don't understand your question.

Speaker speaker_1: So my question is the following. At the beginning of the call, you said you wanted to decline, opt out, or reject benefits 2025.

Speaker speaker_2: Correct.

Speaker speaker_1: And then when we established that if you don't want to do any enrollment, then you just have to cancel your current policy. So based on the way that you're wording it, I just want to make sure that you're not trying to still have benefits for the remaining of December 2024, that you're just calling to cancel them in general.

Speaker speaker_2: Um, yeah. I actually... I do not need them. Correct.

Speaker speaker_1: Okay. Underst- I was just trying to make sure since you were saying for 2025. So I was like, let me double check.

Speaker speaker_2: Yes. For both. For now and the future.

Speaker speaker_1: All right. So then we just need the verbal disclosure that today you would like to cancel your full coverage with Oxford Global and have no standing plans of access. Correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. So you are all set for the cancellations. Cancellations do take seven to 10 business days to process through. So there is a possibility of one or two more deductions, which will mean one or two more weeks of coverage. But you should not be seeing three. At most, it should be two deductions. Okay?

Speaker speaker_2: Okay. Thank you so much. Do I get an email on that or...

Speaker speaker_1: We don't automatically send one out, but if you would like me to request a cancellation confirmation, I can request it for them and it should be getting to your email within 24 to 48 hours.

Speaker speaker_2: Yes, ma'am. I would appreciate that.

Speaker speaker_1: All right. I'll go ahead and put in the request for you.

Speaker speaker_2: Thank you so much.

Speaker speaker_1: Of course. I hope you have a wonderful rest of your day, and thank you for your time today.

Speaker speaker_2: Thank you. Thank you.