

Transcript: Francesca

Baez-5324743963000832-5913397349531648

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Intercom. My name is Francesca. How can I assist you today? I'm calling to cancel this insurance and stop the automatic payments from coming out of my check. What stopping company do you work with? Around the Clock Healthcare Services. Your stopping company name is Around the Clock, correct? Yeah, ATC. Okay. May I please have the last four of your Social? 4856. And your last name, please? Lambert. Could you please verify your mailing address and date of birth? 5500 William and Mary Street, Mobile, Alabama 36608. Date of birth, June 4th, 1962. We have the best phone number to reach you down as 251-402-3756. Same as the one you called on? Let's do it. Can I have your email down as your first name initial D99@gmail.com? Yes. So from your benefits, one of your plan which is a medical plan, the BAP Prime, it's under Section 125. You need an open enrollment period to be able to cancel it. Monday the 9th will be when your company hold their company open enrollment period. I can either cancel the other plans and just leave the BAP Prime for you to call back on Monday to cancel it, or you can call back Monday so we can process the cancellation for the full policy. Cancel what you can now and I'll call back Monday. Understood. Bear with me one moment. All right, and for the purpose of this line being recorded, you stated you would like to cancel all benefits that are not under 125, I mean Section 125 today with ATC Healthcare, correct? Correct. All right. So I submitted the request for the cancellation of all of your other plans. The only one that's gonna be left will be that BAP under Section 125. Cancellations take seven to 10 business days to process through. So you might experience one to two more deductions while that cancellation is being processed. Yeah, I'm sure that's what it was all about anyway 'cause the insurance ain't no good. I apologize. Ain't been able to use it no way in Mobile, Alabama for the whole year I've had it. Not the dental, not the physician and not even at the Walmart park. Nobody takes it. Did you try speaking with the network providers with the multi-plan network? I did. I understand. I apologize that you had difficulties with the benefits, ma'am. All right. I'll call back Monday. Understood. I hope you have a wonderful rest of your day. Thank you for your patience and your time today. 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 Intercom. My name is Francesca. How can I assist you today?

Speaker speaker_2: I'm calling to cancel this insurance and stop the automatic payments from coming out of my check.

Speaker speaker_1: What stopping company do you work with?

Speaker speaker_2: Around the Clock Healthcare Services.

Speaker speaker_1: Your stopping company name is Around the Clock, correct?

Speaker speaker_2: Yeah, ATC.

Speaker speaker_1: Okay. May I please have the last four of your Social?

Speaker speaker_2: 4856.

Speaker speaker_1: And your last name, please?

Speaker speaker_2: Lambert.

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

Speaker speaker_2: 5500 William and Mary Street, Mobile, Alabama 36608. Date of birth, June 4th, 1962.

Speaker speaker_1: We have the best phone number to reach you down as 251-402-3756. Same as the one you called on?

Speaker speaker_2: Let's do it.

Speaker speaker_1: Can I have your email down as your first name initial D99@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: So from your benefits, one of your plan which is a medical plan, the BAP Prime, it's under Section 125. You need an open enrollment period to be able to cancel it. Monday the 9th will be when your company hold their company open enrollment period. I can either cancel the other plans and just leave the BAP Prime for you to call back on Monday to cancel it, or you can call back Monday so we can process the cancellation for the full policy.

Speaker speaker_2: Cancel what you can now and I'll call back Monday.

Speaker speaker_1: Understood. Bear with me one moment. All right, and for the purpose of this line being recorded, you stated you would like to cancel all benefits that are not under 125, I mean Section 125 today with ATC Healthcare, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. So I submitted the request for the cancellation of all of your other plans. The only one that's gonna be left will be that BAP under Section 125. Cancellations take seven to 10 business days to process through. So you might experience one to two more deductions while that cancellation is being processed.

Speaker speaker_2: Yeah, I'm sure that's what it was all about anyway 'cause the insurance ain't no good.

Speaker speaker_1: I apologize.

Speaker speaker_2: Ain't been able to use it no way in Mobile, Alabama for the whole year I've had it. Not the dental, not the physician and not even at the Walmart park. Nobody takes it.

Speaker speaker_1: Did you try speaking with the network providers with the multi-plan network?

Speaker speaker_2: I did.

Speaker speaker_1: I understand. I apologize that you had difficulties with the benefits, ma'am.

Speaker speaker_2: All right. I'll call back Monday.

Speaker speaker_1: Understood. I hope you have a wonderful rest of your day. Thank you for your patience and your time today.

Speaker speaker_2: Thank you.