

## **Transcript: Franchesca**

**Baez-6172934534021120-6244889261981696**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... bill that came in the mail and let's see, remember now. Thank you for calling my name. Let's see today. In the memory of Jenny, his dad and . I'm calling to cancel my insurance and stop the automatic payments out of my check. What staffing company do you work with? ATC Healthcare, Healthcare. And what are the last four of the social? 4856. And your last name, please? Rembert, R-E-M-B-E-R-T. Could you please verify the mailing address and the date of birth? 5500 William and Mary Street, Mobile, Alabama, 36508. June 4th, 1962. I have that phone number to reach you, 251-402-3756. Yes. And I have your email down as arnidad99@gmail.com. Yes. Okay. And for the purpose of the line being recorded, you said that you would like to coverage the rema-- so, sorry, cancel the remaining coverage plans on your policy with ATC Healthcare stopping, correct? Yes. Okay. All right. So I have put in the request for the cancellations. Please keep in mind, cancellations take seven to ten business days to process through. Once we see the first deductions, following Monday will be when the benefits shouldn't be active anymore. So after that one to two deductions you see, you shouldn't see any more. In your case, there's a possibility that you might see three or four deductions in total. Since we dropped all of the other coverage that were not on Section 125, your deductions should go down from 60.93 to 43.41 and then after going to 43.41 then it should be zero out. Okay. It really shouldn't take too more, many more payments out 'cause I have to start paying for my new insurance before January 1st. I understand ma'am. Unfortunately, there isn't a way to expedite the seven to ten business days that it takes for the cancellations to process. Yeah, I just wanna thank y'all for taking money out of my check, my check for a year and giving me absolutely nothing for it. I apologize it be that way. That insurance is worthless. It was a scam in the first place. Thank you. You're welcome, have a wonderful-

### **Conversation Format**

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

Speaker speaker\_1: ... bill that came in the mail and let's see, remember now.

Speaker speaker\_2: Thank you for calling my name. Let's see today.

Speaker speaker\_1: In the memory of Jenny, his dad and .

Speaker speaker\_3: I'm calling to cancel my insurance and stop the automatic payments out of my check.

Speaker speaker\_2: What staffing company do you work with?

Speaker speaker\_3: ATC Healthcare, Healthcare.

Speaker speaker\_2: And what are the last four of the social?

Speaker speaker\_3: 4856.

Speaker speaker\_2: And your last name, please?

Speaker speaker\_3: Rembert, R-E-M-B-E-R-T.

Speaker speaker\_2: Could you please verify the mailing address and the date of birth?

Speaker speaker\_3: 5500 William and Mary Street, Mobile, Alabama, 36508. June 4th, 1962.

Speaker speaker\_2: I have that phone number to reach you, 251-402-3756.

Speaker speaker\_3: Yes.

Speaker speaker\_2: And I have your email down as arnidad99@gmail.com.

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. And for the purpose of the line being recorded, you said that you would like to coverage the rema-- so, sorry, cancel the remaining coverage plans on your policy with ATC Healthcare stopping, correct?

Speaker speaker\_3: Yes.

Speaker speaker\_2: Okay. All right. So I have put in the request for the cancellations. Please keep in mind, cancellations take seven to ten business days to process through. Once we see the first deductions, following Monday will be when the benefits shouldn't be active anymore. So after that one to two deductions you see, you shouldn't see any more. In your case, there's a possibility that you might see three or four deductions in total. Since we dropped all of the other coverage that were not on Section 125, your deductions should go down from 60.93 to 43.41 and then after going to 43.41 then it should be zero out.

Speaker speaker\_3: Okay. It really shouldn't take too more, many more payments out 'cause I have to start paying for my new insurance before January 1st.

Speaker speaker\_2: I understand ma'am. Unfortunately, there isn't a way to expedite the seven to ten business days that it takes for the cancellations to process.

Speaker speaker\_3: Yeah, I just wanna thank y'all for taking money out of my check, my check for a year and giving me absolutely nothing for it.

Speaker speaker\_2: I apologize it be that way.

Speaker speaker\_3: That insurance is worthless. It was a scam in the first place. Thank you.

Speaker speaker\_2: You're welcome, have a wonderful-