

Transcript: Justin

Mills-4589475740991488-5126973885988864

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Justin. How can I help you today? Yes. Uh, this is Gloria Thatcher calling to cancel this insurance. Okay. What's the staffing agency you work for? MAU. And the last four of your social? 7186. And what was your first and last name? Gloria Thatcher. Okay. And for security purposes, can you verify the home address, including city, state and zip code, Gloria? Yes. 2228 East Price Street, Apartment One, Paris, Texas 75460. And confirm your date of birth? 9/12/52. And a good telephone number have is 903-669-5748. Great. Okay, so let's see here. Um, looking at the file, looks like I can't cancel the coverage right now due to the fact MAU's not in their open enrollment right now. However, I do know they- It keeps saying that. I... However, I do know that their company open enrollment period starts next Monday, the 23rd. So if you called next Monday, you will be able to cancel it then. Next... Y- you're positive? Correct, next Monday, the 23rd, lasting until January 31st. Yes, ma'am. Wait a minute. Wait a minute. Call... Next... Jan- Why does it keep changing? January the 23rd. No. It's December the 23rd through the Jan- through January 30. Wait, De- December. December. Okay, December 23rd to what? January 31st. That's the deadline, the 31st? Correct. Is that what he's saying? Correct. So I, I gotta have this resolved, you know, so I can call next Monday, which is the 23rd, and two- and I got to January 31st to cancel it, right? Correct. Yes, ma'am. Okay, I hope you're telling the truth. I am. I'm reading from the website. Okay. Thank you. Sure. You're welcome. You have a great day, okay? Okay.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Justin. How can I help you today?

Speaker speaker_2: Yes. Uh, this is Gloria Thatcher calling to cancel this insurance.

Speaker speaker_1: Okay. What's the staffing agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 7186.

Speaker speaker_1: And what was your first and last name?

Speaker speaker_2: Gloria Thatcher.

Speaker speaker_1: Okay. And for security purposes, can you verify the home address, including city, state and zip code, Gloria?

Speaker speaker_2: Yes. 2228 East Price Street, Apartment One, Paris, Texas 75460.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: 9/12/52.

Speaker speaker_1: And a good telephone number have is 903-669-5748.

Speaker speaker_2: Great.

Speaker speaker_1: Okay, so let's see here. Um, looking at the file, looks like I can't cancel the coverage right now due to the fact MAU's not in their open enrollment right now. However, I do know they-

Speaker speaker_2: It keeps saying that.

Speaker speaker_1: I... However, I do know that their company open enrollment period starts next Monday, the 23rd. So if you called next Monday, you will be able to cancel it then.

Speaker speaker_2: Next... Y- you're positive?

Speaker speaker_1: Correct, next Monday, the 23rd, lasting until January 31st. Yes, ma'am.

Speaker speaker_2: Wait a minute. Wait a minute. Call... Next... Jan- Why does it keep changing? January the 23rd.

Speaker speaker_1: No. It's December the 23rd through the Jan- through January 30.

Speaker speaker_2: Wait, De- December. December. Okay, December 23rd to what?

Speaker speaker_1: January 31st.

Speaker speaker_2: That's the deadline, the 31st?

Speaker speaker_1: Correct.

Speaker speaker_2: Is that what he's saying?

Speaker speaker_1: Correct.

Speaker speaker_2: So I, I gotta have this resolved, you know, so I can call next Monday, which is the 23rd, and two- and I got to January 31st to cancel it, right?

Speaker speaker_1: Correct. Yes, ma'am.

Speaker speaker_2: Okay, I hope you're telling the truth.

Speaker speaker_1: I am. I'm reading from the website.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: Sure. You're welcome. You have a great day, okay?

Speaker speaker_2: Okay.