

## **Transcript: Justin**

**Mills-5227207165657088-4830812386541568**

### **Full Transcript**

Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Hi. Good morning. I was just calling to see, um, how can I opt out of the Benefits and a Card? Yeah. Um, let me check on that. What's that staffing agency you work for? Surge Staffing in Toledo, Ohio. And the last four of your Social? 3336. And what was your first and last name? Tamaya B. And for security purposes, can you verify your home address, including city, state and zip code, Tamaya? 1610 West Alexis Road, Toledo, Ohio 43612. And confirm your date of birth? 12-04-2005. And a good telephone number have is 419-343-8212? Yes. And the email I have is tamayaabrown with two Ns @gmail.com? Yes. Okay. Um, so just to confirm, you wanted to cancel the coverage. Is that correct? Yes. But before I cancel it, is it possible for you guys to go over what does that insurance cover? Um, yeah. So the MEC TeleRx covers all of your preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, your preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy. Oh, okay. So like basically no hospital visits or anything? Correct. Okay. So yeah, I will just opt out again, but if I wanted to, I could always, like, opt back in, right? Um, well, I do know that Surge Staffing has a company-wide open enrollment period, usually sometime in August. Um, so that'll pretty much be the only time you can enroll or, uh, experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage. Oh, okay. So yeah, I'll just opt out for right now. Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that, you will be officially canceled. Okay, Tamaya? Okay. Thank you. You're welcome. You have a great day, okay?

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Justin. How can I help you today?

Speaker speaker\_1: Hi. Good morning. I was just calling to see, um, how can I opt out of the Benefits and a Card?

Speaker speaker\_0: Yeah. Um, let me check on that. What's that staffing agency you work for?

Speaker speaker\_1: Surge Staffing in Toledo, Ohio.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 3336.

Speaker speaker\_0: And what was your first and last name?

Speaker speaker\_1: Tamaya B.

Speaker speaker\_0: And for security purposes, can you verify your home address, including city, state and zip code, Tamaya?

Speaker speaker\_1: 1610 West Alexis Road, Toledo, Ohio 43612.

Speaker speaker\_0: And confirm your date of birth?

Speaker speaker\_1: 12-04-2005.

Speaker speaker\_0: And a good telephone number have is 419-343-8212?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And the email I have is tamayaabrown with two Ns @gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so just to confirm, you wanted to cancel the coverage. Is that correct?

Speaker speaker\_1: Yes. But before I cancel it, is it possible for you guys to go over what does that insurance cover?

Speaker speaker\_0: Um, yeah. So the MEC TeleRx covers all of your preventative healthcare services, as well as a subscription to FreeRx, which gives out free or discounted prescription coverage. However, your preventative services are like your physical exams, diabetes screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker\_1: Oh, okay. So like basically no hospital visits or anything?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. So yeah, I will just opt out again, but if I wanted to, I could always, like, opt back in, right?

Speaker speaker\_0: Um, well, I do know that Surge Staffing has a company-wide open enrollment period, usually sometime in August. Um, so that'll pretty much be the only time you can enroll or, uh, experience a qualified life event, which may be considered as marriage or divorce, birth or adoption of a child, or involuntary loss of coverage.

Speaker speaker\_1: Oh, okay. So yeah, I'll just opt out for right now.

Speaker speaker\_0: Okay. Um, so I'll go ahead and cancel the coverage for you. However, I do want to let you know cancellations do take one to two weeks to go through. So it is possible for you to experience one or two more final payroll reductions, but after that, you will be officially canceled. Okay, Tamaya?

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: You're welcome. You have a great day, okay?