

Transcript: Justin

Mills-5832514705866752-5462783477989376

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Card. This is Justin. How can I help you today? Uh, yes, uh, my name is Eloy Maldonado. And I was wondering if I could cancel my plan? Okay. Uh, what's the staffing agency you work for? Uh, Wagner Staffing. And the last four of your social? Uh, 7188. And what was your first and last name, ma'am? I'm sorry. Uh, Eloy Maldonado. Okay. And for security purposes, can you verify your home address, including city, state and zip code, Eloy? Uh, it's 1997 Ogwood Ct, Lawrenceville, Georgia 30044. And confirm your date of birth? August 8... or August 11, 1995. And what's a good tele- phone number for you? Uh, 404-453-9287. And just to confirm, 404-453-9287? Yes. Okay. Um, so let's see here. So I'll go ahead and cancel the coverage for you. However, I do wanna 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 should be officially canceled. Okay, Eloy? Okay. Okay. Is there anything else I can help you out with today? Oh, no, that's all. Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right? Well, I do have, I do have one question. Sorry. Yes? So, um, so is, is... I, I'm gonna get paid for one or two weeks, right? But, is it kinda like canceled? 'Cause I'ma get a, I'ma, I'ma get hired to the, my, my, where I'm working. If I get insurance with them, will, will they cancel out, cancel that out or it'll be okay? Um, so I've already processed the cancellation for you. So it takes one to two weeks to officially be canceled. Um, but if you get hired on with them, with that other company within the next one to two weeks, it should automatically just cancel out, since I already processed the cancellation for you. Okay. So, okay. All right. Anything else I can help you with today? No, no, that's all. That's all. That's awesome. Well, you have a wonderful day, okay? You too. Thank you. Bye.

Conversation Format

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

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

Speaker speaker_2: Uh, yes, uh, my name is Eloy Maldonado. And I was wondering if I could cancel my plan?

Speaker speaker_1: Okay. Uh, what's the staffing agency you work for?

Speaker speaker_2: Uh, Wagner Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: Uh, 7188.

Speaker speaker_1: And what was your first and last name, ma'am? I'm sorry.

Speaker speaker_2: Uh, Eloy Maldonado.

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

Speaker speaker_2: Uh, it's 1997 Ogwood Ct, Lawrenceville, Georgia 30044.

Speaker speaker_1: And confirm your date of birth?

Speaker speaker_2: August 8... or August 11, 1995.

Speaker speaker_1: And what's a good tele- phone number for you?

Speaker speaker_2: Uh, 404-453-9287.

Speaker speaker_1: And just to confirm, 404-453-9287?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so let's see here. So I'll go ahead and cancel the coverage for you. However, I do wanna 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 should be officially canceled. Okay, Eloy?

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Is there anything else I can help you out with today?

Speaker speaker_2: Oh, no, that's all.

Speaker speaker_1: Okay. Well, thank you for calling Benefits and a Card, and I hope you have a wonderful day, all right?

Speaker speaker_2: Well, I do have, I do have one question. Sorry.

Speaker speaker_1: Yes?

Speaker speaker_2: So, um, so is, is... I, I'm gonna get paid for one or two weeks, right? But, is it kinda like canceled? 'Cause I'ma get a, I'ma, I'ma get hired to the, my, my, where I'm working. If I get insurance with them, will, will they cancel out, cancel that out or it'll be okay?

Speaker speaker_1: Um, so I've already processed the cancellation for you. So it takes one to two weeks to officially be canceled. Um, but if you get hired on with them, with that other company within the next one to two weeks, it should automatically just cancel out, since I already processed the cancellation for you.

Speaker speaker_2: Okay. So, okay.

Speaker speaker_1: All right. Anything else I can help you with today?

Speaker speaker_2: No, no, that's all. That's all.

Speaker speaker_1: That's awesome. Well, you have a wonderful day, okay?

Speaker speaker_2: You too.

Speaker speaker_1: Thank you. Bye.