

Transcript: Justin

Mills-6119110751731712-6633750913007616

Full Transcript

Thank you for calling Benefits in a Card. This is Justin. How can I help you today? Yeah, my name is Emanuel Menez Johnson. I, I work like a temp, um, from Focus with, uh, Urban Outfitters. Okay, so you work with Focus? Yeah. Uh, yeah, with Focus. I am attached to Urban Outfitters. I did a cons- a some kind of insurance. I think this is my third week in the job. I did some kind of insurance and re- uh, request from this kind of insurance policy. I don't want those ones anymore. I just need about two of it. I want the other ones to be deleted or unsubscribed from. So you want to cancel the coverage? Some of it, not all of them. I, I, I want the one on dental and the one of, uh, on the op- optic, vision. Vision? And dental to, to remain. The other ones canceled. Okay. Um, so Focus, what's the last four of your Social? My Social? Yes, the last four. 5274. And for security purposes, can you verify your home address, including city, state and zip code, Emanuel? 1100 Celebrity Street, Indiana, Pennsylvania, 15701. And your date of birth? 062472. And then a good telephone number has 412-289-4353. 4353. masangayeladi@yahoo.com, my email. Okay. Let's see here. So just to confirm, you wanted to keep the dental and the vision and drop everything else? Yeah. Okay. So let's see here. So it looks like your current deductions with everything was \$35.92. However, dropping everything other than the dental and the vision would make your new total deductions, let's see, \$5.79 per week. Do you authorize Focus to make that deduction for you? Yes. Okay. So I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through, and then whenever you witness that first payroll deduction of the \$5.90, or 79, come off your paycheck, uh, that's how you know everything was dropped from the coverage other than dental and vision, okay? So, so you, so you mean for the next two paychecks, uh, I will still get the, the, the same deductions? Correct. Yes, sir, 'cause pending enrollments take one to two weeks to go through. Okay. Okay. Is there anything else I could help you with today? Yeah. I want to know too, uh, uh, how soon, um, um, um, can I access, um, um, the, the services? Like the one for dental and the one for vision? Um, yeah. So r- as of right now, we're still waiting on Focus to send over deductions on you. So once we receive that information, you'll become active and cards will be issued out from there. Um, so like I said- How long will that take? No, honestly, like I said, we're waiting on Focus to send over that information. Oh, okay. Okay, okay. Okay. Thank you, sir. You're welcome. You have a great day, okay? Thank you. All right, bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Justin. How can I help you today?

Speaker speaker_1: Yeah, my name is Emanuel Menez Johnson. I, I work like a temp, um, from Focus with, uh, Urban Outfitters.

Speaker speaker_0: Okay, so you work with Focus?

Speaker speaker_1: Yeah. Uh, yeah, with Focus. I am attached to Urban Outfitters. I did a cons- a some kind of insurance. I think this is my third week in the job. I did some kind of insurance and re- uh, request from this kind of insurance policy. I don't want those ones anymore. I just need about two of it. I want the other ones to be deleted or unsubscribed from.

Speaker speaker_0: So you want to cancel the coverage?

Speaker speaker_1: Some of it, not all of them. I, I, I want the one on dental and the one of, uh, on the op- optic, vision.

Speaker speaker_0: Vision?

Speaker speaker_1: And dental to, to remain. The other ones canceled.

Speaker speaker_0: Okay. Um, so Focus, what's the last four of your Social?

Speaker speaker_1: My Social?

Speaker speaker_0: Yes, the last four.

Speaker speaker_1: 5274.

Speaker speaker_0: And for security purposes, can you verify your home address, including city, state and zip code, Emanuel?

Speaker speaker_1: 1100 Celebrity Street, Indiana, Pennsylvania, 15701.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 062472.

Speaker speaker_0: And then a good telephone number has 412-289-4353.

Speaker speaker_1: 4353. masangayeladi@yahoo.com, my email.

Speaker speaker_0: Okay. Let's see here. So just to confirm, you wanted to keep the dental and the vision and drop everything else?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So let's see here. So it looks like your current deductions with everything was \$35.92. However, dropping everything other than the dental and the vision would make your new total deductions, let's see, \$5.79 per week. Do you authorize Focus to make that deduction for you?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm going to go ahead and save that. So I do want to let you know that this pending enrollment will take one to two weeks to go through, and then

whenever you witness that first payroll deduction of the \$5.90, or 79, come off your paycheck, uh, that's how you know everything was dropped from the coverage other than dental and vision, okay?

Speaker speaker_1: So, so you, so you mean for the next two paychecks, uh, I will still get the, the, the same deductions?

Speaker speaker_0: Correct. Yes, sir, 'cause pending enrollments take one to two weeks to go through.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Is there anything else I could help you with today?

Speaker speaker_1: Yeah. I want to know too, uh, uh, how soon, um, um, um, can I access, um, um, the, the services? Like the one for dental and the one for vision?

Speaker speaker_0: Um, yeah. So r- as of right now, we're still waiting on Focus to send over deductions on you. So once we receive that information, you'll become active and cards will be issued out from there. Um, so like I said-

Speaker speaker_1: How long will that take?

Speaker speaker_0: No, honestly, like I said, we're waiting on Focus to send over that information.

Speaker speaker_1: Oh, okay. Okay, okay. Okay. Thank you, sir.

Speaker speaker_0: You're welcome. You have a great day, okay?

Speaker speaker_1: Thank you.

Speaker speaker_0: All right, bye-bye.