

Transcript: Justin

Mills-6495566129053696-6526967855497216

Full Transcript

Thank you for calling Benefits and Occurred. This is Justin. How can I help you today? Hi, Justin. Um, I guess I just have a question about, like, what my coverage is. Okay. What's the staffing agency you work for? Um, it's Two Thirds. Last four of your Social? Five, two, four, six. And your first and last name? Darius Sams. And for security purposes, can you verify your home address, including city, state and zip code, Darius? Yes. 26 Oscar Avenue, and that's in Mansfield, Ohio, 44902. And your date of birth? 5/10/1993. And a good telephone number have as 419-610-5894? Yes. And the email have as dariussams35 at gmail? Yes. Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services only. So, like, physicals, diabetes, screenings, vaccinations, pretty much things that generally make you stay healthy. Okay. Um, so that has, like, no dental coverage or anything? Correct. It's just medical. Um, am I able to cancel that or is that something that I have to have? Um, I can cancel it for you if need be. Yes. Um, that's what I would like to do. Okay, 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 should be officially canceled. Okay, Darius? Okay. Thank you. You're welcome. Have a great day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Occurred. This is Justin. How can I help you today?

Speaker speaker_1: Hi, Justin. Um, I guess I just have a question about, like, what my coverage is.

Speaker speaker_0: Okay. What's the staffing agency you work for?

Speaker speaker_1: Um, it's Two Thirds.

Speaker speaker_0: Last four of your Social? Five, two, four, six. And your first and last name?

Speaker speaker_1: Darius Sams.

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

Speaker speaker_1: Yes. 26 Oscar Avenue, and that's in Mansfield, Ohio, 44902.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 5/10/1993.

Speaker speaker_0: And a good telephone number have as 419-610-5894?

Speaker speaker_1: Yes.

Speaker speaker_0: And the email have as dariussams35 at gmail?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so looking at the file, it looks like you're enrolled into the MEC TeleRx, which covers preventative healthcare services only. So, like, physicals, diabetes, screenings, vaccinations, pretty much things that generally make you stay healthy.

Speaker speaker_1: Okay. Um, so that has, like, no dental coverage or anything?

Speaker speaker_0: Correct. It's just medical.

Speaker speaker_1: Um, am I able to cancel that or is that something that I have to have?

Speaker speaker_0: Um, I can cancel it for you if need be.

Speaker speaker_1: Yes. Um, that's what I would like to do.

Speaker speaker_0: Okay, 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 should be officially canceled. Okay, Darius?

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: You're welcome. Have a great day.