

Transcript: Justin

Mills-6618866182176768-6293377857011712

Full Transcript

Thank you for calling Benefits and Accords. This is Justin. How can I help you today? Hi, Justin. This is Hailey from APL. I have an insured on the line, and he's, he's from your, your group and he wants to cancel his policy. Okay. What's the member's first and last name? Hmm... It is Antonio Foust. Can you spell the last name for me? Yes. F-O-U-S-T. And what's... Okay. And do you have their employer by any chance? Let's see... His employer is TRC Staffing Services, Inc. Okay, I got him pulled up here. You can transfer him over. Okay, thank you. You're welcome. You have a great weekend, okay? You too. Hello? Hello. Am I speaking with Antonio? Hello? It is him. Uh-huh. Awesome. Haley from APL informed me that you wanted to cancel the coverage through TRC Staffing. Is that correct? Yes, that's correct. Uh-huh. Okay. For security purposes, could you verify your date of birth for me real quick? Uh, March the 4th, 1972. Okay. So I'll go ahead and process the cancellation 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 deductions, but after that you will be officially canceled. Okay, Antonio? Okay. Now is that... Is that for a... Is that for the dental or wha- what is that for? Is that for... 'Cause I wasn't sure- So that's- ... if, if I was calling good. Mm-hmm. So that was for your medical, dental and vision. Were you just wanting to drop one of those? Yeah. Or, or what? No, no. I want to drop all of them. Yeah. Drop all of them. Okay. Um, okay. So I went ahead and processed that cancellation for you. Is there anything else I can assist you with today? So I don't need to do anything else? The dental, vision and... The dental, vis... The dental- Correct. ... and, uh, what else was it? Medical? I'm good. Correct. Okay. I went ahead and processed the cancellation for all of them. Yes, sir. Okay. Thank you, sir. Thank you. You're welcome. You have a great weekend, okay? You too. Thank you. All right, goodbye.

Conversation Format

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

Speaker speaker_1: Hi, Justin. This is Hailey from APL. I have an insured on the line, and he's, he's from your, your group and he wants to cancel his policy.

Speaker speaker_0: Okay. What's the member's first and last name?

Speaker speaker_1: Hmm... It is Antonio Foust.

Speaker speaker_0: Can you spell the last name for me?

Speaker speaker_1: Yes. F-O-U-S-T.

Speaker speaker_0: And what's... Okay. And do you have their employer by any chance?

Speaker speaker_1: Let's see... His employer is TRC Staffing Services, Inc.

Speaker speaker_0: Okay, I got him pulled up here. You can transfer him over.

Speaker speaker_1: Okay, thank you.

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

Speaker speaker_1: You too.

Speaker speaker_2: Hello?

Speaker speaker_0: Hello. Am I speaking with Antonio?

Speaker speaker_2: Hello? It is him. Uh-huh.

Speaker speaker_0: Awesome. Haley from APL informed me that you wanted to cancel the coverage through TRC Staffing. Is that correct?

Speaker speaker_2: Yes, that's correct. Uh-huh.

Speaker speaker_0: Okay. For security purposes, could you verify your date of birth for me real quick?

Speaker speaker_2: Uh, March the 4th, 1972.

Speaker speaker_0: Okay. So I'll go ahead and process the cancellation 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 deductions, but after that you will be officially canceled. Okay, Antonio?

Speaker speaker_2: Okay. Now is that... Is that for a... Is that for the dental or wha- what is that for? Is that for... 'Cause I wasn't sure-

Speaker speaker_0: So that's-

Speaker speaker_2: ... if, if I was calling good. Mm-hmm.

Speaker speaker_0: So that was for your medical, dental and vision. Were you just wanting to drop one of those?

Speaker speaker_2: Yeah.

Speaker speaker_0: Or, or what?

Speaker speaker_2: No, no. I want to drop all of them. Yeah. Drop all of them.

Speaker speaker_0: Okay. Um, okay. So I went ahead and processed that cancellation for you. Is there anything else I can assist you with today?

Speaker speaker_2: So I don't need to do anything else? The dental, vision and... The dental, vis... The dental-

Speaker speaker_0: Correct.

Speaker speaker_2: ... and, uh, what else was it? Medical? I'm good.

Speaker speaker_0: Correct.

Speaker speaker_2: Okay.

Speaker speaker_0: I went ahead and processed the cancellation for all of them. Yes, sir.

Speaker speaker_2: Okay. Thank you, sir. Thank you.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_0: All right, goodbye.