

## **Transcript: Justin**

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### **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, I'd like to... I was looking into my options to cancel my health insurance. Uh, am I able to keep my, um, my life insurance, my dental and vision, and just cancel the health portion? Yeah, I can drop the medical and keep everything else. Uh, what's the staffing agency you work for one more time? Uh, Oxford. And the last four of your social? 2603. And what was your first and last name? Ch- uh, Chad Flurry. And for security purposes, can you provide your home address, including city, state and zip code, Chad? Uh, 2091 North Lake Road, Benson, Vermont 05743. And confirm your date of birth. 06/13/'75. And a good telephone number I have is 802-770-4809. Yes. Yep. And the email I have is your last name dot your first name at Yahoo? Yes. Okay, so let's see here. So, it looks like your current deductions right now with everything was \$33.07 per week. However, dropping the medical and just keeping the dental, term life and vision would make your new total deduction \$7.90 per week. Do you authorize Oxford Global to make that deduction for you? Yes. Okay, so I'm going to save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$7.90 come off your paycheck, that's how you'll know the medical plan was dropped from the coverage. Um, but other than that, Chad, is there anything else I can help you out with today? Uh, no, that was it. Awesome. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful weekend, all right? Thanks. You too. Thank you. Bye-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, I'd like to... I was looking into my options to cancel my health insurance. Uh, am I able to keep my, um, my life insurance, my dental and vision, and just cancel the health portion?

Speaker speaker\_1: Yeah, I can drop the medical and keep everything else. Uh, what's the staffing agency you work for one more time?

Speaker speaker\_2: Uh, Oxford.

Speaker speaker\_1: And the last four of your social?

Speaker speaker\_2: 2603.

Speaker speaker\_1: And what was your first and last name?

Speaker speaker\_2: Ch- uh, Chad Flurry.

Speaker speaker\_1: And for security purposes, can you provide your home address, including city, state and zip code, Chad?

Speaker speaker\_2: Uh, 2091 North Lake Road, Benson, Vermont 05743.

Speaker speaker\_1: And confirm your date of birth.

Speaker speaker\_2: 06/13/'75.

Speaker speaker\_1: And a good telephone number I have is 802-770-4809.

Speaker speaker\_2: Yes. Yep.

Speaker speaker\_1: And the email I have is your last name dot your first name at Yahoo?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so let's see here. So, it looks like your current deductions right now with everything was \$33.07 per week. However, dropping the medical and just keeping the dental, term life and vision would make your new total deduction \$7.90 per week. Do you authorize Oxford Global to make that deduction for you?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, so I'm going to save that. So, I do want to let you know that this pending enrollment will take one to two weeks to go through. Then whenever you witness that first payroll deduction of the \$7.90 come off your paycheck, that's how you'll know the medical plan was dropped from the coverage. Um, but other than that, Chad, is there anything else I can help you out with today?

Speaker speaker\_2: Uh, no, that was it.

Speaker speaker\_1: Awesome. Well, thank you for calling Benefits and A Card, and I hope you have a wonderful weekend, all right?

Speaker speaker\_2: Thanks. You too.

Speaker speaker\_1: Thank you. Bye-bye.