

Transcript: Malcolm

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Full Transcript

Thanks for calling Benefits in the Card. This is Malcolm, how can I help you? Hi there, Malcolm. Uh, long story short, I inadvertently, uh, 'cause I did this through my phone when I registered with DGSS, uh, I selected benefits. Um, I did complete a second form that should have been submitted and I am just trying to check and see if that is taken care of to un-enroll me. Um, I checked at one point and they said it would take a little while, um, so I didn't know if it's been taken care of yet. All right. What's the last four of your social? Sure. 8844. S- Say that one more time? 8844. First name? Ashley. And last name? Naiman. N-A-I-M-A-N. All right. For security purposes, can you verify your address and date of birth for me? Sure. 13455 Sunrise Valley Drive, Herndon, Virginia, 20171. Date of birth is 09/26/1967. Thank you. Let's see. All right. Yeah, so it doesn't look like you got... may look like they got that taken care of for you. It is... So there's no active enrollment? So it looks like on 4/21- Uh-huh. ... you, there was a, a form came in where you opted out for the next coverage with Schedul- Oh. So it's- ... kind of the same thing. Excellent. Okay, great. Thank you so, so much. Yeah. It's, it's stupid of me doing, uh, things like that on my phone. It's not a good idea, right? You're fine. I think so. You're fine. Uh, she did, they did make an outbound call to let you know about the cancellation process. It is possible to see deductions within your paycheck if, if they do process it, but after two weeks you shouldn't see anything else. Oh, okay. Um, if I do get the deductions, what happens? What do you mean? I mean, if I, if I get deductions, are they reversed or what happens? No ma'am 'cause you were technically enrolled into those plans. Okay. Okay, so, um, oh boy, that's kind of tricky. I don't even know what the cov- what the plans cover or anything. All right. Well- So it, so it doesn't look like they actually even started taking any deductions. It's just a cancellation process. Oh. Right. Yeah. I mean, and that- So we hate to use your deduction. ... the first paycheck would be, um, uh, pay period ending this Sunday. So it sounds like it should be all covered, I think. And if you got it already, right? I wouldn't be able to say yes or say no. Right. 'Cause you're not the payroll person. It's really up to DC. Yes, ma'am. Okay. But you communicate to them that the coverage is terminated, I assume? Yes, ma'am. Okay, great. Thank you. Bye-bye. No problem. You have a great weekend. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thanks for calling Benefits in the Card. This is Malcolm, how can I help you?

Speaker speaker_1: Hi there, Malcolm. Uh, long story short, I inadvertently, uh, 'cause I did this through my phone when I registered with DGSS, uh, I selected benefits. Um, I did complete a second form that should have been submitted and I am just trying to check and see if that is taken care of to un-enroll me. Um, I checked at one point and they said it would take a little while, um, so I didn't know if it's been taken care of yet.

Speaker speaker_0: All right. What's the last four of your social?

Speaker speaker_1: Sure. 8844.

Speaker speaker_0: S- Say that one more time?

Speaker speaker_1: 8844.

Speaker speaker_0: First name?

Speaker speaker_1: Ashley.

Speaker speaker_0: And last name?

Speaker speaker_1: Naiman. N-A-I-M-A-N.

Speaker speaker_0: All right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: Sure. 13455 Sunrise Valley Drive, Herndon, Virginia, 20171. Date of birth is 09/26/1967.

Speaker speaker_0: Thank you. Let's see. All right. Yeah, so it doesn't look like you got... may look like they got that taken care of for you.

Speaker speaker_1: It is... So there's no active enrollment?

Speaker speaker_0: So it looks like on 4/21-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... you, there was a, a form came in where you opted out for the next coverage with Schedul-

Speaker speaker_1: Oh. So it's-

Speaker speaker_0: ... kind of the same thing.

Speaker speaker_1: Excellent. Okay, great. Thank you so, so much. Yeah. It's, it's stupid of me doing, uh, things like that on my phone. It's not a good idea, right?

Speaker speaker_0: You're fine.

Speaker speaker_1: I think so.

Speaker speaker_0: You're fine. Uh, she did, they did make an outbound call to let you know about the cancellation process. It is possible to see deductions within your paycheck if, if they do process it, but after two weeks you shouldn't see anything else.

Speaker speaker_1: Oh, okay. Um, if I do get the deductions, what happens?

Speaker speaker_0: What do you mean?

Speaker speaker_1: I mean, if I, if I get deductions, are they reversed or what happens?

Speaker speaker_0: No ma'am 'cause you were technically enrolled into those plans.

Speaker speaker_1: Okay. Okay, so, um, oh boy, that's kind of tricky. I don't even know what the cov- what the plans cover or anything. All right. Well-

Speaker speaker_0: So it, so it doesn't look like they actually even started taking any deductions. It's just a cancellation process.

Speaker speaker_1: Oh. Right. Yeah. I mean, and that-

Speaker speaker_0: So we hate to use your deduction.

Speaker speaker_1: ... the first paycheck would be, um, uh, pay period ending this Sunday. So it sounds like it should be all covered, I think. And if you got it already, right?

Speaker speaker_0: I wouldn't be able to say yes or say no.

Speaker speaker_1: Right. 'Cause you're not the payroll person.

Speaker speaker_0: It's really up to DC. Yes, ma'am.

Speaker speaker_1: Okay. But you communicate to them that the coverage is terminated, I assume?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, great. Thank you. Bye-bye.

Speaker speaker_0: No problem. You have a great weekend.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye.