

Transcript: Malcolm

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thanks for calling Benefits 800. This is Matt. We're not gonna help you. Yes, my name's John Hathecock and, um, I have the dental, the dental, uh, this year but next year I'm not going to need to renew it. You say you don't want to renew your dental? No, I changed my Medicare plan to include a much more comprehensive dental program. All right. What staffing company do you work for? I work with, uh, Tetra Pak. Central Pak? Tetra Pak. T-E-T-R-A-A-K. So I need- I need the staffing company you went through to get that job. Excuse me? I need the staffing company that you went through to get that job. Oh, Oxford 4. Thank you. What's the last four of your Social? 0955. Say it one more time. 0955. Yeah. For security purposes can you verify your address and date of birth for me? 1428 Spring Way, Livingston, California 95334. 1... 1554. Thank you. So we got your phone number 209-202-6997? Correct. And your email is jp.hathecock@gmail.com? Correct. Let me, let me get that canceled for you. No, no, that, that email add- address is incorrect. What's the good email for you? It's 421firebird@gmail.com. You said 421firebird@gmail.com? 421firebird@gmail.com. Thank you. I, I got that canceled for you. Mr. John, please be advised the cancellation process does take one to two weeks to complete. That, that, that will be good for the... I'll be good to the end of the year, correct? No, sir. Sir, I just canceled it for you. Did you want to cancel? No, I didn't want to cancel. I didn't want it canceled now, I want it canceled through... You know what I mean? At the end of the year. So I wouldn't be able to... I wouldn't be able to pre-cancel that for you. You would just have to let your staffing company know that you don't want to get enrolled into it again. So you haven't... So is it already canceled? Because I have appointment, bill appointments and my benefits in December. I did not cancel. I didn't cancel it. Oh, yeah? So it doesn't look like your coverage was taken to pay for this week, so this week you don't have active coverage. So I'm still good through the end of the year, correct? You're good until you cancel your coverage, sir. But right now as of this week you don't have, you don't have active coverage as of this, as of this week. I can't hear you very... So you're saying, you're saying I don't? You don't have active coverage as of this week. It looks like no deduction was taken to pay for this week's coverage. You're saying I don't have active coverage as of now? As, this week, starting with this week. I got, I got to go somewhere where it's quieter. I just cannot hear you. We got so much noise in the background. Pardon me just a moment. Oh, there we go. So, so you're saying my, my coverage is still good through the end of the year, correct? Yes, but I'm saying you do not have active coverage right now. Well, I didn't want to cancel it right now. Well, I didn't cancel it, sir. You just don't have active coverage because no deduction was taken to pay for your coverage this week. So my dental coverage is still good till the end of the year, correct? It should be, sir. But I'm letting you know right now, you do not have active coverage as of this week. I'm not sure if you're not working. I'm not sure if you didn't get enough hours to

pay for the deductible, but you do not have coverage as of June 11th, 2018. You do not have active coverage. You're saying I don't have active coverage? I'm, I'm... Listen, sir, I got to go outside and... I apologize but it's just super noisy in here. You're fine, sir. So you're saying I don't have that coverage? Right now, as of this week, because no deduction was taken to pay for this week's coverage. I'll have to call my son. He probably ... in the exam. I thought you were... Okay. Was there, was there anything else I can help you with, Mr. John? No, no, I'm more confused than I was when I... Before I called. Thank you. No problem. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thanks for calling Benefits 800. This is Matt. We're not gonna help you.

Speaker speaker_2: Yes, my name's John Hathecock and, um, I have the dental, the dental, uh, this year but next year I'm not going to need to renew it.

Speaker speaker_1: You say you don't want to renew your dental?

Speaker speaker_2: No, I changed my Medicare plan to include a much more comprehensive dental program.

Speaker speaker_1: All right. What staffing company do you work for?

Speaker speaker_2: I work with, uh, Tetra Pak.

Speaker speaker_1: Central Pak?

Speaker speaker_2: Tetra Pak. T-E-T-R-A-A-K.

Speaker speaker_1: So I need- I need the staffing company you went through to get that job.

Speaker speaker_2: Excuse me?

Speaker speaker_1: I need the staffing company that you went through to get that job.

Speaker speaker_2: Oh, Oxford 4.

Speaker speaker_1: Thank you. What's the last four of your Social?

Speaker speaker_2: 0955.

Speaker speaker_1: Say it one more time.

Speaker speaker_2: 0955.

Speaker speaker_1: Yeah. For security purposes can you verify your address and date of birth for me?

Speaker speaker_2: 1428 Spring Way, Livingston, California 95334.

Speaker speaker_1: 1... 1554. Thank you. So we got your phone number 209-202-6997?

Speaker speaker_2: Correct.

Speaker speaker_1: And your email is jp.hathecock@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Let me, let me get that canceled for you.

Speaker speaker_2: No, no, that, that email add- address is incorrect.

Speaker speaker_1: What's the good email for you?

Speaker speaker_2: It's 421firebird@gmail.com.

Speaker speaker_1: You said 421firebird@gmail.com?

Speaker speaker_2: 421firebird@gmail.com.

Speaker speaker_1: Thank you. I, I got that canceled for you. Mr. John, please be advised the cancellation process does take one to two weeks to complete.

Speaker speaker_2: That, that, that will be good for the... I'll be good to the end of the year, correct?

Speaker speaker_1: No, sir. Sir, I just canceled it for you. Did you want to cancel?

Speaker speaker_2: No, I didn't want to cancel. I didn't want it canceled now, I want it canceled through... You know what I mean? At the end of the year.

Speaker speaker_1: So I wouldn't be able to... I wouldn't be able to pre-cancel that for you. You would just have to let your staffing company know that you don't want to get enrolled into it again.

Speaker speaker_2: So you haven't... So is it already canceled? Because I have appointment, bill appointments and my benefits in December.

Speaker speaker_1: I did not cancel. I didn't cancel it.

Speaker speaker_2: Oh, yeah?

Speaker speaker_1: So it doesn't look like your coverage was taken to pay for this week, so this week you don't have active coverage.

Speaker speaker_2: So I'm still good through the end of the year, correct?

Speaker speaker_1: You're good until you cancel your coverage, sir. But right now as of this week you don't have, you don't have active coverage as of this, as of this week.

Speaker speaker_2: I can't hear you very... So you're saying, you're saying I don't?

Speaker speaker_1: You don't have active coverage as of this week. It looks like no deduction was taken to pay for this week's coverage.

Speaker speaker_2: You're saying I don't have active coverage as of now?

Speaker speaker_1: As, this week, starting with this week.

Speaker speaker_2: I got, I got to go somewhere where it's quieter. I just cannot hear you. We got so much noise in the background. Pardon me just a moment. Oh, there we go. So, so you're saying my, my coverage is still good through the end of the year, correct?

Speaker speaker_1: Yes, but I'm saying you do not have active coverage right now.

Speaker speaker_2: Well, I didn't want to cancel it right now.

Speaker speaker_1: Well, I didn't cancel it, sir. You just don't have active coverage because no deduction was taken to pay for your coverage this week.

Speaker speaker_2: So my dental coverage is still good till the end of the year, correct?

Speaker speaker_1: It should be, sir. But I'm letting you know right now, you do not have active coverage as of this week. I'm not sure if you're not working. I'm not sure if you didn't get enough hours to pay for the deductible, but you do not have coverage as of June 11th, 2018. You do not have active coverage.

Speaker speaker_2: You're saying I don't have active coverage? I'm, I'm... Listen, sir, I got to go outside and... I apologize but it's just super noisy in here.

Speaker speaker_1: You're fine, sir.

Speaker speaker_2: So you're saying I don't have that coverage?

Speaker speaker_1: Right now, as of this week, because no deduction was taken to pay for this week's coverage.

Speaker speaker_2: I'll have to call my son. He probably ... in the exam. I thought you were... Okay.

Speaker speaker_1: Was there, was there anything else I can help you with, Mr. John?

Speaker speaker_2: No, no, I'm more confused than I was when I... Before I called. Thank you.

Speaker speaker_1: No problem.

Speaker speaker_2: All right.