

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in the ... speaking, how may I help you? Yeah, this is Tina Rowlands from Focus W- Workforce. Um, I just wanted to let you know I canceled out my insurance here at the job on the computer. So I just wanted to let you know I'm canceling all my insurance through you guys. Ma'am? Yes. Right. So- Yeah. Let me pull up your file, um, just to make sure that... You just created the file today or you've been- No, I've had it but you... I've been working for a while but you guys, someone messed up on it and so I canceled on it. May I have the last four digits of your social? 5643. 9-6-4-3. Your first name and last name, you said it was? Uh, Tina Rowlands. Okay. Ms. Rowland, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Uh, 505 North Highway 59, Anderson, Missouri, 64831 and my birthday is 03/12/1976. All right. Thank you for the information. Mm-hmm. We have a telephone number 5417-635-9251. Yes. All right. So is that... It's not showing yet on our system but I will go ahead and, um, and cancel it here. Okay. Uh, so I don't know if you... if on your end it has a, um... I signed the paper on the computer and canceled it out on the computer. Okay. So I just want to know if you got the, uh, the disclosure where it says that it takes one to two weeks for all changes to be processed. No, I just... They just had me sign it and then take off what I... you know, cancel everything on it, so. All right. All right. So it does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completed- completely- Okay. ... canceled. All right? Okay. Anything else- I- i- it's just- ... ??? Ms. Rowlands? No, that's it. All right. Thank you for giving us a call. Have a great rest of the day. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in the ... speaking, how may I help you?

Speaker speaker_1: Yeah, this is Tina Rowlands from Focus W- Workforce. Um, I just wanted to let you know I canceled out my insurance here at the job on the computer. So I just wanted to let you know I'm canceling all my insurance through you guys.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Yes.

Speaker speaker_0: Right. So-

Speaker speaker_1: Yeah.

Speaker speaker_0: Let me pull up your file, um, just to make sure that... You just created the file today or you've been-

Speaker speaker_1: No, I've had it but you... I've been working for a while but you guys, someone messed up on it and so I canceled on it.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 5643.

Speaker speaker_0: 9-6-4-3. Your first name and last name, you said it was?

Speaker speaker_1: Uh, Tina Rowlands.

Speaker speaker_0: Okay. Ms. Rowland, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Uh, 505 North Highway 59, Anderson, Missouri, 64831 and my birthday is 03/12/1976.

Speaker speaker_0: All right. Thank you for the information.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We have a telephone number 5417-635-9251.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. So is that... It's not showing yet on our system but I will go ahead and, um, and cancel it here.

Speaker speaker_1: Okay.

Speaker speaker_0: Uh, so I don't know if you... if on your end it has a, um...

Speaker speaker_1: I signed the paper on the computer and canceled it out on the computer.

Speaker speaker_0: Okay. So I just want to know if you got the, uh, the disclosure where it says that it takes one to two weeks for all changes to be processed.

Speaker speaker_1: No, I just... They just had me sign it and then take off what I... you know, cancel everything on it, so.

Speaker speaker_0: All right. All right. So it does take one to two weeks for all changes to be processed. You might experience one or two deductions before it's completed- completely-

Speaker speaker_1: Okay.

Speaker speaker_0: ... canceled. All right?

Speaker speaker_1: Okay.

Speaker speaker_0: Anything else-

Speaker speaker_1: I- i- it's just-

Speaker speaker_0: ... ??? Ms. Rowlands?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Mm-hmm. Bye.