

Transcript: Pamela

Blanc-5252278390931456-4788968591769600

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... Africa. We do have a help desk. Yes, uh, my name is Janice Freeman and I need to cancel my health coverage. Sure, who do you work for, ma'am, so I can pull up your file? MIU. May I have the last four digits of your Social? 6941. 5949... 41? No, ma'am. 6941. Thank you. You're welcome. Ms. Freeman, for security reasons, just to make sure we are in the correct file, we need to verify the complete address and date of birth. 1891 US Highway 82 West, Parksville, Texas 75426. Thank you for the information. We have- And the date of birth- ... three... Yes, please. Sorry. 5-10-52. Thank you. We have a telephone number on file, which is 903-249-8881 and you emailed your first name, last name, six two at gmail.com? Uh, it's correct. My, uh, email address is janicefreeman52@gmail.com. And you want to cancel everything that you enrolled in? No, just my health coverage. Okay, so you're going to keep dental and life insurance. Yes. See here. Okay, so the cancellation for that plan, um, it will take... Um- It'll take what? Excuse me? It'll take what? One to two weeks- You cut out. You cut out. You cut out, so I didn't hear what you said. I- The cancellation process takes one to two weeks for all changes to be completed. You might- That will be fine. One or two deductions before it's completely canceled. So your premium will be \$5.62. Okay. Okay. Um, is there anything else I could do for you? No, ma'am, that's it. Okay, Ms. Freeman, um, since you have the life insurance, we... Let me see. We do not have a beneficiary. A beneficiary for him, uh, uh, Preston Parker Freeman. And the relationship? Uh, grandson. Okay. I went ahead and did that. Okay. Right. So- And how much is the life policy for? Um, it's 20- \$20,000. All right, thank you very much. Thank you for giving us a call. Have a great rest of the day. Happy New Year. You too. Same to 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 ... Africa. We do have a help desk.

Speaker speaker_2: Yes, uh, my name is Janice Freeman and I need to cancel my health coverage.

Speaker speaker_1: Sure, who do you work for, ma'am, so I can pull up your file?

Speaker speaker_2: MIU.

Speaker speaker_1: May I have the last four digits of your Social?

Speaker speaker_2: 6941.

Speaker speaker_1: 5949... 41?

Speaker speaker_2: No, ma'am. 6941.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Ms. Freeman, for security reasons, just to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_2: 1891 US Highway 82 West, Parksville, Texas 75426.

Speaker speaker_1: Thank you for the information. We have-

Speaker speaker_2: And the date of birth-

Speaker speaker_1: ... three... Yes, please. Sorry.

Speaker speaker_2: 5-10-52.

Speaker speaker_1: Thank you. We have a telephone number on file, which is 903-249-8881 and you emailed your first name, last name, six two at gmail.com?

Speaker speaker_2: Uh, it's correct. My, uh, email address is janicefreeman52@gmail.com.

Speaker speaker_1: And you want to cancel everything that you enrolled in?

Speaker speaker_2: No, just my health coverage.

Speaker speaker_1: Okay, so you're going to keep dental and life insurance.

Speaker speaker_2: Yes.

Speaker speaker_1: See here. Okay, so the cancellation for that plan, um, it will take... Um-

Speaker speaker_2: It'll take what?

Speaker speaker_1: Excuse me?

Speaker speaker_2: It'll take what?

Speaker speaker_1: One to two weeks-

Speaker speaker_2: You cut out. You cut out. You cut out, so I didn't hear what you said.

Speaker speaker_1: I- The cancellation process takes one to two weeks for all changes to be completed. You might-

Speaker speaker_2: That will be fine.

Speaker speaker_1: One or two deductions before it's completely canceled. So your premium will be \$5.62.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Um, is there anything else I could do for you?

Speaker speaker_2: No, ma'am, that's it.

Speaker speaker_1: Okay, Ms. Freeman, um, since you have the life insurance, we... Let me see. We do not have a beneficiary.

Speaker speaker_2: A beneficiary for him, uh, uh, Preston Parker Freeman.

Speaker speaker_1: And the relationship?

Speaker speaker_2: Uh, grandson.

Speaker speaker_1: Okay. I went ahead and did that. Okay. Right. So-

Speaker speaker_2: And how much is the life policy for?

Speaker speaker_1: Um, it's 20- \$20,000.

Speaker speaker_2: All right, thank you very much.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day. Happy New Year.

Speaker speaker_2: You too. Same to you. Bye-bye.