

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hey, how are you? My name's Vernon Hill. Uh, I got, uh, with you guys from my staffing job, NC Surge. And, uh, I'm gonna discontinue that, uh, the insurance to you guys. Okay. And what's the last four digits of your social? 9335. And your first and last name, you said, sir? Vernon Hill. Mr. Hill, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 2540 Pearl Street, Columbus, Indiana 47201. And then July 16th, 1981. Thank you for the information. We have a telephone number on file, 812-399-6051. Yes, that's right. Okay. I could go ahead and, um, request the cancellation. It does take one to two weeks for all changes- Um. ... to take effect. Well, hold on, I, I got a question. Uh, please. Mm-hmm. If, if I'm telling you I don't want the insurance, will I have to pay another two weeks out of my paycheck? I mean, I'm not wanting to keep paying that. I didn't even know I was- I completely under- I've had it for like five months. I just got a card in the mail like three days ago. Okay. So- You see what I'm saying? Y- I, yes, I understand. Um, yeah, you have the benefits for three, four weeks. Um- Four weeks? What do you mean four weeks? That's when they became effective. Because Search will auto-enroll you if you don't decline it when you get the job. Do what? I, I don't under- So when you don't, when you get the job at Search- Oh. ... if you don't let them know right then and there that you don't want- Right. ... the benefits or give us a call- Right. ... when you first- Right. ... get the job, they will auto-enroll you. Okay, well, I'm, that's fine. It automatically enrolls you. I mean, I'm not... That's fine. I mean, I'm not worried about that, but I'm not wanting to, you know, as, you know, I'm not talking to you today though. I don't want to keep paying it after today though. You see what I'm saying? I, that's what I was gonna explain. So- Oh, sorry, sorry. Go ahead. Yeah, we're gonna go ahead and send this information to Search. Okay. On our end, we, we done. Now it's up to Search, the time that they take to process the information. That's why it- Like the main office or something? Yes. And that's why it might take, uh, it might take one to two weeks. Okay. Thank you. All right. So am I good- Thank you. ... as far as me and you now? Yes. That's what you're saying? Okay, thank you. All right, thank you for giving us a call. Have a great rest of the day. You too. Bye bye. Bye bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hey, how are you? My name's Vernon Hill. Uh, I got, uh, with you guys from my staffing job, NC Surge. And, uh, I'm gonna discontinue that, uh, the insurance to you guys.

Speaker speaker_0: Okay. And what's the last four digits of your social?

Speaker speaker_1: 9335.

Speaker speaker_0: And your first and last name, you said, sir?

Speaker speaker_1: Vernon Hill.

Speaker speaker_0: Mr. Hill, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 2540 Pearl Street, Columbus, Indiana 47201. And then July 16th, 1981.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 812-399-6051.

Speaker speaker_1: Yes, that's right.

Speaker speaker_0: Okay. I could go ahead and, um, request the cancellation. It does take one to two weeks for all changes-

Speaker speaker_1: Um.

Speaker speaker_0: ... to take effect.

Speaker speaker_1: Well, hold on, I, I got a question. Uh, please.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: If, if I'm telling you I don't want the insurance, will I have to pay another two weeks out of my paycheck? I mean, I'm not wanting to keep paying that. I didn't even know I was-

Speaker speaker_0: I completely under-

Speaker speaker_1: I've had it for like five months. I just got a card in the mail like three days ago.

Speaker speaker_0: Okay. So-

Speaker speaker_1: You see what I'm saying?

Speaker speaker_0: Y- I, yes, I understand. Um, yeah, you have the benefits for three, four weeks. Um-

Speaker speaker_1: Four weeks? What do you mean four weeks?

Speaker speaker_0: That's when they became effective. Because Search will auto-enroll you if you don't decline it when you get the job.

Speaker speaker_1: Do what? I, I don't under-

Speaker speaker_0: So when you don't, when you get the job at Search-

Speaker speaker_1: Oh.

Speaker speaker_0: ... if you don't let them know right then and there that you don't want-

Speaker speaker_1: Right.

Speaker speaker_0: ... the benefits or give us a call-

Speaker speaker_1: Right.

Speaker speaker_0: ... when you first-

Speaker speaker_1: Right.

Speaker speaker_0: ... get the job, they will auto-enroll you.

Speaker speaker_1: Okay, well, I'm, that's fine.

Speaker speaker_0: It automatically enrolls you.

Speaker speaker_1: I mean, I'm not... That's fine. I mean, I'm not worried about that, but I'm not wanting to, you know, as, you know, I'm not talking to you today though. I don't want to keep paying it after today though. You see what I'm saying?

Speaker speaker_0: I, that's what I was gonna explain. So-

Speaker speaker_1: Oh, sorry, sorry.

Speaker speaker_0: Go ahead. Yeah, we're gonna go ahead and send this information to Search.

Speaker speaker_1: Okay.

Speaker speaker_0: On our end, we, we done. Now it's up to Search, the time that they take to process the information. That's why it-

Speaker speaker_1: Like the main office or something?

Speaker speaker_0: Yes. And that's why it might take, uh, it might take one to two weeks.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: All right.

Speaker speaker_1: So am I good-

Speaker speaker_0: Thank you.

Speaker speaker_1: ... as far as me and you now?

Speaker speaker_0: Yes.

Speaker speaker_1: That's what you're saying? Okay, thank you.

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

Speaker speaker_1: You too. Bye bye.

Speaker speaker_0: Bye bye.