

Transcript: Pamela

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Full Transcript

But, uh... Y- Usually y- y- you can rest and you chill now, I think. Thank you for calling Benefits United. This is Pamela speaking. How may I help you? Yes, ma'am. I was calling to make sure that I, um, opt out of the insurance with, uh, through Megaforce. All right. And may I have the last four digits of your Social? Yeah, 0940. First and last name is? Natasha Batts. Tasha Batts? Yes. Natasha Batts. All right. It's that for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, my address is 404 Thurston, 404 Thurston Drive, Wilson, North Carolina, 27893, and my date of birth is 8-11-83. Right. Thank you for the information. We have a phone number on file, 336-979-5774. Yes. Okay. So you don't want to be enrolled in the benefits? Right. So here I see back in Jun- January, um, you have... Oh, just give me one second. That you filled out a form to- to the enrollment. That enrollment was already processed but we have not received any premiums, I guess you haven't started w- working yet. Um, I'm going to go ahead and cancel that pending enrollment. When do you start working? Oh, um, I've already started. Okay. I'm just letting you know because when we cancel the enrollment, it takes one to two weeks- Uh-huh. ... for all the process to, um, to be... For all the process to be completed. Uh-huh. I mean, if you experience one deduction also, it's because of the enrollment was already submitted. But, um, so far we haven't... I don't see anything here yet, but just in case- Okay. ... it did happen, you know, what the- the reason why. Okay. All right. Anything else I could do for you, ma'am? No, ma'am. That's it. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: But, uh... Y- Usually y- y- you can rest and you chill now, I think.

Speaker speaker_1: Thank you for calling Benefits United. This is Pamela speaking. How may I help you?

Speaker speaker_0: Yes, ma'am. I was calling to make sure that I, um, opt out of the insurance with, uh, through Megaforce.

Speaker speaker_1: All right. And may I have the last four digits of your Social?

Speaker speaker_0: Yeah, 0940.

Speaker speaker_1: First and last name is?

Speaker speaker_0: Natasha Batts.

Speaker speaker_1: Tasha Batts?

Speaker speaker_0: Yes. Natasha Batts.

Speaker speaker_1: All right. It's that for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_0: Uh, my address is 404 Thurston, 404 Thurston Drive, Wilson, North Carolina, 27893, and my date of birth is 8-11-83.

Speaker speaker_1: Right. Thank you for the information. We have a phone number on file, 336-979-5774.

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. So you don't want to be enrolled in the benefits?

Speaker speaker_0: Right.

Speaker speaker_1: So here I see back in Jun- January, um, you have... Oh, just give me one second. That you filled out a form to- to the enrollment. That enrollment was already processed but we have not received any premiums, I guess you haven't started w- working yet. Um, I'm going to go ahead and cancel that pending enrollment. When do you start working?

Speaker speaker_0: Oh, um, I've already started.

Speaker speaker_1: Okay. I'm just letting you know because when we cancel the enrollment, it takes one to two weeks-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: ... for all the process to, um, to be... For all the process to be completed.

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I mean, if you experience one deduction also, it's because of the enrollment was already submitted. But, um, so far we haven't... I don't see anything here yet, but just in case-

Speaker speaker_0: Okay.

Speaker speaker_1: ... it did happen, you know, what the- the reason why.

Speaker speaker_0: Okay.

Speaker speaker_1: All right. Anything else I could do for you, ma'am?

Speaker speaker_0: No, ma'am. That's it.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_0: You too.