

Transcript: Pamela

Blanc-6597307309965312-4555305642835968

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello. Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please? Amber Condran. Hello, Ms. Condran. How may I help you? Um, I'm once again trying to cancel my Benefits in a Card. Okay, sure. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social? Um, Oxford Global Resources. Okay. And the last four of your Social? 8498. 8498? Yes. Thank you very much. Ms. Condran, uh, just for security purposes, ma'am, can you please verify your address and date of birth? 4004 North Deerfield Drive, Columbia Missouri 65202, 4264. Email ambercondran@outlook.com? That's me. Phone number is 886-0049? Yes. Thank you very much, ma'am. Okay, so you want to cancel your Term Life. Is that correct? I don't know. I never enrolled in BIC. I tried to cancel it a half a dozen times last... at the beginning of this year and nobody would cancel it. And I've been paying for it. I don't even know what it is. Nobody in my state takes it. So, um, it just needs to go away. Okay, um... Okay, this is what I got from December 18th, 2023. You dropped your dental and vision coverage, but kept your Term Life. No, I didn't want any of it. I told them to drop everything. Okay. So there's no problem. I can cancel it right now. Give me just a minute. Okay, request sent. Cancellations take seven to ten business days, so you may see one or two more deductions before that complete. After that, there will be no more deductions. Um, and that's pretty much all. Okay, thank you very much. You're more than welcome, ma'am. Is there anything else that I can help you with? No, thank you. Okay, ma'am. So thank you for calling Benefits In A Card. Have a wonderful we- wonderful day. I'm sorry. You too. Bye-bye. Thank you, ma'am. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hello.

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

Speaker speaker_2: Thank you for calling Benefits in a Card. My name is Sarah. May I have your name please?

Speaker speaker_1: Amber Condran.

Speaker speaker_2: Hello, Ms. Condran. How may I help you?

Speaker speaker_1: Um, I'm once again trying to cancel my Benefits in a Card.

Speaker speaker_2: Okay, sure. Let me help you with that. May I have the name of the agency that you are working with and the last four of your Social?

Speaker speaker_1: Um, Oxford Global Resources.

Speaker speaker_2: Okay. And the last four of your Social?

Speaker speaker_1: 8498.

Speaker speaker_2: 8498?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you very much. Ms. Condran, uh, just for security purposes, ma'am, can you please verify your address and date of birth?

Speaker speaker_1: 4004 North Deerfield Drive, Columbia Missouri 65202, 4264.

Speaker speaker_2: Email ambercondran@outlook.com?

Speaker speaker_1: That's me.

Speaker speaker_2: Phone number is 886-0049?

Speaker speaker_1: Yes.

Speaker speaker_2: Thank you very much, ma'am. Okay, so you want to cancel your Term Life. Is that correct?

Speaker speaker_1: I don't know. I never enrolled in BIC. I tried to cancel it a half a dozen times last... at the beginning of this year and nobody would cancel it. And I've been paying for it. I don't even know what it is. Nobody in my state takes it. So, um, it just needs to go away.

Speaker speaker_2: Okay, um... Okay, this is what I got from December 18th, 2023. You dropped your dental and vision coverage, but kept your Term Life.

Speaker speaker_1: No, I didn't want any of it. I told them to drop everything.

Speaker speaker_2: Okay. So there's no problem. I can cancel it right now. Give me just a minute. Okay, request sent. Cancellations take seven to ten business days, so you may see one or two more deductions before that complete. After that, there will be no more deductions. Um, and that's pretty much all.

Speaker speaker_1: Okay, thank you very much.

Speaker speaker_2: You're more than welcome, ma'am. Is there anything else that I can help you with?

Speaker speaker_1: No, thank you.

Speaker speaker_2: Okay, ma'am. So thank you for calling Benefits In A Card. Have a wonderful we- wonderful day. I'm sorry.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Thank you, ma'am. Bye-bye.