

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. You're calling Benefits in a Cart. This is Pamela speaking. How may I help you? Hi. I'm calling because um, currently I have health insurance with Benefit in a Cart and I was wondering if I could cancel my plan. All right, let's see if we can assist you. Uh, I'll, uh, I just, may I have the last four digits of your Social and the staffing agency you work for? I'm sorry, you cut out. Um, could you repeat that? What's the name of the staffing agency that you work for? Oxford Global Resources. And the last four of your Social? 4878. 4873? Yep. Thank you. Your first and last name? Marie Gurum. That's Marie, you said, Gurum? Yep, Marie Gurum. Okay. Ms. Gurum, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 17 Post Road, Hookset, New Hampshire. And, um, say the other part again. Your date of birth- Oh, uh, August 30, August 30, 2002. And you know the ZIP code in your area? 03106. Thank you for the information. We have a phone number on file, 603-860-3027. Yep. So you want to cancel every plan that you have? So, um, I just wanna go over, um, I think I have, uh, um, like, I think life insurance also. Can I keep that? But I don't want, I want to get rid- You have- ... of my... ... You have health, dental, short-term disability, life insurance and vision. All right. Um, mm, sorry, could you go over how much all of them cost with, like, the different plans that I have? You have... Your total is \$29.85. Your insur- your medical plan costs \$18. Dental, \$3.64. Okay. Short-term disability is \$3.95. Life insurance is \$2.11. And vision is \$2.15. Okay. Um, could... Here, could you, could I keep the, uh, uh, short-term disability as well as the life insurance, but I will get rid of the, um, health, dental and, um, vision? Okay. Give me one second. Okay. Okay, and now just take it, leaving short-term and life insurance, right? Yep, uh, short-term and life insurance. Okay. So we have... Now your premium will be \$6.06. Okay. So the process of the cancellation takes seven to 10 days for all changes to be processed. You might experience one or two deductions before it's completely cancelled. Would I get a refund? No, ma'am. Okay. Right. Anything else I can do for you? Um, no, that's it. Thank you. All right, thank you for giving us a call. Have a great rest of the day. Thank you. You too. Bye.

Conversation Format

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

Speaker speaker_1: You're calling Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I'm calling because um, currently I have health insurance with Benefit in a Cart and I was wondering if I could cancel my plan.

Speaker speaker_1: All right, let's see if we can assist you. Uh, I'll, uh, I just, may I have the last four digits of your Social and the staffing agency you work for?

Speaker speaker_2: I'm sorry, you cut out. Um, could you repeat that?

Speaker speaker_1: What's the name of the staffing agency that you work for?

Speaker speaker_2: Oxford Global Resources.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4878.

Speaker speaker_1: 4873?

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Marie Gurum.

Speaker speaker_1: That's Marie, you said, Gurum?

Speaker speaker_2: Yep, Marie Gurum.

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

Speaker speaker_2: 17 Post Road, Hookset, New Hampshire. And, um, say the other part again.

Speaker speaker_1: Your date of birth-

Speaker speaker_2: Oh, uh, August 30, August 30, 2002.

Speaker speaker_1: And you know the ZIP code in your area?

Speaker speaker_2: 03106.

Speaker speaker_1: Thank you for the information. We have a phone number on file, 603-860-3027.

Speaker speaker_2: Yep.

Speaker speaker_1: So you want to cancel every plan that you have?

Speaker speaker_2: So, um, I just wanna go over, um, I think I have, uh, um, like, I think life insurance also. Can I keep that? But I don't want, I want to get rid-

Speaker speaker_1: You have-

Speaker speaker_2: ... of my...

Speaker speaker_1: ... You have health, dental, short-term disability, life insurance and vision.

Speaker speaker_2: All right. Um, mm, sorry, could you go over how much all of them cost with, like, the different plans that I have?

Speaker speaker_1: You have... Your total is \$29.85. Your insur- your medical plan costs \$18. Dental, \$3.64.

Speaker speaker_2: Okay.

Speaker speaker_1: Short-term disability is \$3.95. Life insurance is \$2.11. And vision is \$2.15.

Speaker speaker_2: Okay. Um, could... Here, could you, could I keep the, uh, uh, short-term disability as well as the life insurance, but I will get rid of the, um, health, dental and, um, vision?

Speaker speaker_1: Okay. Give me one second.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, and now just take it, leaving short-term and life insurance, right?

Speaker speaker_2: Yep, uh, short-term and life insurance.

Speaker speaker_1: Okay. So we have... Now your premium will be \$6.06.

Speaker speaker_2: Okay.

Speaker speaker_1: So the process of the cancellation takes seven to 10 days for all changes to be processed. You might experience one or two deductions before it's completely cancelled.

Speaker speaker_2: Would I get a refund?

Speaker speaker_1: No, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Right. Anything else I can do for you?

Speaker speaker_2: Um, no, that's it. Thank you.

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

Speaker speaker_2: Thank you. You too. Bye.