

## Transcript: Pearl

**Rojas-4862966379364352-5311455454347264**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl , how may I help you? Hello. Hi. Good afternoon, um, I'm sorry, good morning. Um, my name is Jeffrey Vernaught. I was calling because I'm really trying to grasp how do I cancel my insurance coverage? This insurance doesn't make any sense to me. Am I calling the right number to cancel it or how do I go about doing this? Yes, sir. I can go ahead and cancel it for you. Sure. Thank you. What's the name of the staffing agency you work for? Noor Staffing. Okay, give me one moment. And the last four digits of your social? Uh, 1637. Okay, give me one moment. And if you can confirm your address and date of birth. 45 Landscape Drive, Wheatley Heights, New York. January 4th, 1990. All righty. And I have... And what is the city and state, I'm sorry? Uh, winding, uh, New York, Winding... I'm Wheatley Heights, New York, sorry. Okay. And I have your phone number as 934-204-9039? Yes. Is there anywhere I can- Can I have your... Go ahead. Oh, I was saying, is there anywhere I can get some type of proof stating that the, the coverage is canceled? Um, give me one moment. Okay. I have your email address as jeffvernaught1600@gmail.com? Yes. All righty. And you said you wanted to cancel coverage, correct? Yes. Hm. Okay, so your enrollment was already sent, so it's possible you'll see one, uh, one deduction or possibly two. But if anything, at most it'd be two. Would... Could you elaborate? I don't get why, why is there a deduction? So the pro- so if your enrollment hadn't been sent yet, it was, it was more likely that you had no deductions. But the information was already sent to be processed for your payroll to start the deductions. So it's possible you see one or two deductions because canceling is another process. Okay. Uh, I'm, my issue is not really the deductions. What it is, is I'm trying to get, uh, my other insurance to cover my medication. They won't cover the medication as long as I have other coverage. That's why I want to cancel this, honestly. Oh, that's completely fine. I can go ahead and send you a confirmation of cancellation. Um, and it will show that you've canceled today. Okay. Is there anything else I can assist you with? That is it. And, uh, how, how will you be sending it? Uh, via email or... Yes, it will be an email from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder. Okay. And you guys, you're gonna send it yet, right? No? No. It's gonna take a little bit. It could take up to 24 to 48 hours, but usually they send those pretty quick. All right. Thank you very much. No problem. Thank you so much for calling. Have a great day. All right. You too.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl , how may I help you?

Speaker speaker\_1: Hello. Hi. Good afternoon, um, I'm sorry, good morning. Um, my name is Jeffrey Vernaught. I was calling because I'm really trying to grasp how do I cancel my insurance coverage? This insurance doesn't make any sense to me. Am I calling the right number to cancel it or how do I go about doing this?

Speaker speaker\_0: Yes, sir. I can go ahead and cancel it for you.

Speaker speaker\_1: Sure. Thank you.

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Noor Staffing.

Speaker speaker\_0: Okay, give me one moment. And the last four digits of your social?

Speaker speaker\_1: Uh, 1637.

Speaker speaker\_0: Okay, give me one moment. And if you can confirm your address and date of birth.

Speaker speaker\_1: 45 Landscape Drive, Wheatley Heights, New York. January 4th, 1990.

Speaker speaker\_0: All righty. And I have... And what is the city and state, I'm sorry?

Speaker speaker\_1: Uh, winding, uh, New York, Winding... I'm Wheatley Heights, New York, sorry.

Speaker speaker\_0: Okay. And I have your phone number as 934-204-9039?

Speaker speaker\_1: Yes. Is there anywhere I can-

Speaker speaker\_0: Can I have your... Go ahead.

Speaker speaker\_1: Oh, I was saying, is there anywhere I can get some type of proof stating that the, the coverage is canceled?

Speaker speaker\_0: Um, give me one moment.

Speaker speaker\_1: Okay.

Speaker speaker\_0: I have your email address as jeffvernaught1600@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And you said you wanted to cancel coverage, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Hm. Okay, so your enrollment was already sent, so it's possible you'll see one, uh, one deduction or possibly two. But if anything, at most it'd be two.

Speaker speaker\_1: Would... Could you elaborate? I don't get why, why is there a deduction?

Speaker speaker\_0: So the pro- so if your enrollment hadn't been sent yet, it was, it was more likely that you had no deductions. But the information was already sent to be processed for

your payroll to start the deductions. So it's possible you see one or two deductions because canceling is another process.

Speaker speaker\_1: Okay. Uh, I'm, my issue is not really the deductions. What it is, is I'm trying to get, uh, my other insurance to cover my medication. They won't cover the medication as long as I have other coverage. That's why I want to cancel this, honestly.

Speaker speaker\_0: Oh, that's completely fine. I can go ahead and send you a confirmation of cancellation. Um, and it will show that you've canceled today.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: That is it. And, uh, how, how will you be sending it? Uh, via email or...

Speaker speaker\_0: Yes, it will be an email from [info@benefitsinacard.com](mailto:info@benefitsinacard.com). It should go to your inbox. If you don't see it in your inbox, try your spam or junk folder.

Speaker speaker\_1: Okay. And you guys, you're gonna send it yet, right? No?

Speaker speaker\_0: No. It's gonna take a little bit. It could take up to 24 to 48 hours, but usually they send those pretty quick.

Speaker speaker\_1: All right. Thank you very much.

Speaker speaker\_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker\_1: All right. You too.