

Transcript: VICTORIA

Taylor-4555479558045696-6265022772068352

Full Transcript

Thank you for calling Benefits and Accord. This is Victoria. How can I help you? Hi, my name is Grant Dahlmeyer. Uh, I'm working through ISS at Kaiser here in Princeton, Kentucky. And, uh, I would, I ended up going, getting the, uh, the health insurance but, uh, I want to cancel it if it's not already canceled. 'Cause I know I had the ISS representative and they canceled for us and... Are you still there? Yes. Sorry, the phone was breaking up. Um, did you say it's ISS that you're with? Yes. Okay, let me check and see. Um, what's the last four of your social? 5240. Okay. Let's see, 5240. And your first and last name? Grant Dahlmeyer. All righty, uh, do you mind verifying your address and date of birth? Uh, address should be 401 Allison Avenue, Apa- Apartment 12, uh, Madisonville, Kentucky, 42431. Uh. Gotcha. And your date of birth? September 24th, 1993. Okay. And then phone number 270-836-7597. Yes, ma'am. And then it looks like I have your email as, uh, godshootersherald@gmail.com? Yes. Okay. And so you were trying to cancel the enrollment, correct? Correct. Okay. I don't see that we got the cancellation request, so I'm gonna go ahead and put in a request to have it canceled. Now with that being said, it will take about one to two weeks for the cancellation to be processed through your payroll. Okay. So you may experience one to two more payroll deductions. Okay. If you do, it will provide the coverage you're paying for until payroll is canceled- canceled, or I'm sorry, has processed the cancellation on their end. Right, right. Okay. And just to make sure, you are wanting to cancel the entire enrollment, correct? Correct. Okay. All righty. Uh, did you need help with anything else? Nope, that was it. All righty. You have a wonderful day. You as well. Thank you. Bye-bye. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Accord. This is Victoria. How can I help you?

Speaker speaker_1: Hi, my name is Grant Dahlmeyer. Uh, I'm working through ISS at Kaiser here in Princeton, Kentucky. And, uh, I would, I ended up going, getting the, uh, the health insurance but, uh, I want to cancel it if it's not already canceled. 'Cause I know I had the ISS representative and they canceled for us and...

Speaker speaker_0: Are you still there?

Speaker speaker_1: Yes.

Speaker speaker_0: Sorry, the phone was breaking up. Um, did you say it's ISS that you're with?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, let me check and see. Um, what's the last four of your social?

Speaker speaker_1: 5240.

Speaker speaker_0: Okay. Let's see, 5240. And your first and last name?

Speaker speaker_1: Grant Dahlmeyer.

Speaker speaker_0: All righty, uh, do you mind verifying your address and date of birth?

Speaker speaker_1: Uh, address should be 401 Allison Avenue, Apa- Apartment 12, uh, Madisonville, Kentucky, 42431. Uh.

Speaker speaker_0: Gotcha. And your date of birth?

Speaker speaker_1: September 24th, 1993.

Speaker speaker_0: Okay. And then phone number 270-836-7597.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then it looks like I have your email as, uh, godshootersherald@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And so you were trying to cancel the enrollment, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. I don't see that we got the cancellation request, so I'm gonna go ahead and put in a request to have it canceled. Now with that being said, it will take about one to two weeks for the cancellation to be processed through your payroll.

Speaker speaker_1: Okay.

Speaker speaker_0: So you may experience one to two more payroll deductions.

Speaker speaker_1: Okay.

Speaker speaker_0: If you do, it will provide the coverage you're paying for until payroll is canceled- canceled, or I'm sorry, has processed the cancellation on their end.

Speaker speaker_1: Right, right. Okay.

Speaker speaker_0: And just to make sure, you are wanting to cancel the entire enrollment, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. All righty. Uh, did you need help with anything else?

Speaker speaker_1: Nope, that was it.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: You as well.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Thank you.