

Transcript: VICTORIA

Taylor-4701273960398848-5765588062748672

Full Transcript

Thank you for calling Benefits on a Card. This is the state... 20... Hello? ... minutes. Yes, uh, I want to cancel my, uh, my thing, my, my insurance. Okay. Well, what's the name of the agency you work for? Uh, Superior Skill, uh, Superior Skilled Trades. All right. And the last four of your Social? 5500. And your first and last name? First name, Edgar. Last name, Rocha. Gotcha. Do you mind verifying your mailing address and date of birth? 6894 West 96th Street, Rio Grande City, Texas 78582. And your date of birth? 07021996. And then phone number is 956-422-6463. Yes, ma'am. Okay. Now are you wanting to cancel everything you enrolled in too? Everything. Okay. Um, so let's see. I did it, I did it online and I just want to make sure everything's... Everything is canceled. I was just about to say it looks like... Yeah, it looks like the cancellation, uh, request went through. So basically- Okay, so I won't... Huh? I was just about to advise you of the cancellation policy. The cancellations are not immediate. It takes about one to two weeks to be processed through your payroll department. So you very well may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end. Okay. Let me go talk to my payroll 'cause I don't... This, this insurance didn't, they didn't help me at all, like at all. Like it, it, like I have to pay out of pocket more than if I don't have insurance. So... Okay. And this is not the insurance that I signed up for. So like at the first, at the get-go when I started with the company, this is not the insurance that I, you know, that I signed up for so I don't need it. Yes, sir. Because they, they switched to us for their medical- Yeah. ... insurance. Um, that's what the difference is- Yeah, they should've let us know. ... between them. They should've let us know before they started charging. Okay. Yeah, to my knowledge, they, they sh- they definitely would have informed you guys. But yeah, I would just reach out to your employer. Um, I see that you did submit the, the cancellation request online and it's showing on my end as well. So there's nothing else we can do on our end. It just typically takes about one to two weeks for your payroll to process the cancellation on their end. Okay. Let me, let me get, let me go to the office. Thank you. You're welcome. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is the state... 20...

Speaker speaker_1: Hello?

Speaker speaker_0: ... minutes.

Speaker speaker_1: Yes, uh, I want to cancel my, uh, my thing, my, my insurance.

Speaker speaker_0: Okay. Well, what's the name of the agency you work for?

Speaker speaker_1: Uh, Superior Skill, uh, Superior Skilled Trades.

Speaker speaker_0: All right. And the last four of your Social?

Speaker speaker_1: 5500.

Speaker speaker_0: And your first and last name?

Speaker speaker_1: First name, Edgar. Last name, Rocha.

Speaker speaker_0: Gotcha. Do you mind verifying your mailing address and date of birth?

Speaker speaker_1: 6894 West 96th Street, Rio Grande City, Texas 78582.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 07021996.

Speaker speaker_0: And then phone number is 956-422-6463.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Now are you wanting to cancel everything you enrolled in too?

Speaker speaker_1: Everything.

Speaker speaker_0: Okay. Um, so let's see.

Speaker speaker_1: I did it, I did it online and I just want to make sure everything's...
Everything is canceled.

Speaker speaker_0: I was just about to say it looks like... Yeah, it looks like the cancellation, uh, request went through. So basically-

Speaker speaker_1: Okay, so I won't... Huh?

Speaker speaker_0: I was just about to advise you of the cancellation policy. The cancellations are not immediate. It takes about one to two weeks to be processed through your payroll department. So you very well may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until your payroll has processed the cancellation on their end.

Speaker speaker_1: Okay. Let me go talk to my payroll 'cause I don't... This, this insurance didn't, they didn't help me at all, like at all. Like it, it, like I have to pay out of pocket more than if I don't have insurance. So...

Speaker speaker_0: Okay.

Speaker speaker_1: And this is not the insurance that I signed up for. So like at the first, at the get-go when I started with the company, this is not the insurance that I, you know, that I

signed up for so I don't need it.

Speaker speaker_0: Yes, sir. Because they, they switched to us for their medical-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... insurance. Um, that's what the difference is-

Speaker speaker_1: Yeah, they should've let us know.

Speaker speaker_0: ... between them.

Speaker speaker_1: They should've let us know before they started charging.

Speaker speaker_0: Okay. Yeah, to my knowledge, they, they sh- they definitely would have informed you guys. But yeah, I would just reach out to your employer. Um, I see that you did submit the, the cancellation request online and it's showing on my end as well. So there's nothing else we can do on our end. It just typically takes about one to two weeks for your payroll to process the cancellation on their end.

Speaker speaker_1: Okay. Let me, let me get, let me go to the office. Thank you.

Speaker speaker_0: You're welcome. Bye-bye.

Speaker speaker_1: Bye.