

Transcript: VICTORIA

Taylor-4730827305435136-4527045283987456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. I'm wanting to cancel my medical coverage. Okay. Uh, what's the name of the agency you work for? Uh, Hydro Gear. Is that the name of the staffing agency? Oh, uh, Innovative Staffing Solutions. Okay. And the last four of your social? 5046. And your first and last name? Scott Smith. Okay. Uh, do you mind verifying your address and date of birth? 245 Adam Store Extension, Crofton, Kentucky, 42217. And then 9397. And then phone number, 270-425-9280? Yes, ma'am. And email is, uh, scrapman13@ya-- er, @hotmail.com? Yes, ma'am. Okay. And are you wanting to cancel everything? Uh, just the medical. Okay. Um, so just keeping the dental and the vision? Yes. Gotcha. Um, let's see. So cancel the Ensure Plus Enhanced and the Stay Healthy. Keeping dental and vision for just employee only should bring your weekly deduction down to \$5.37 a week. All righty. Um, so it will take about one to two weeks for the changes to be processed through payroll. Okay. So you may see the medical on, uh, you may see the medical being taken out on one to two more checks. If you do, of course, it will provide the coverage you're paying for until the changes have been processed through payroll. All righty. Was there anything else we might need help with? Uh, nope. Okay. All righty. You have a wonderful day. Thank you. You too. Thank you. Bye-bye. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes. I'm wanting to cancel my medical coverage.

Speaker speaker_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, Hydro Gear.

Speaker speaker_1: Is that the name of the staffing agency?

Speaker speaker_2: Oh, uh, Innovative Staffing Solutions.

Speaker speaker_1: Okay. And the last four of your social?

Speaker speaker_2: 5046.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Scott Smith.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 245 Adam Store Extension, Crofton, Kentucky, 42217. And then 9397.

Speaker speaker_1: And then phone number, 270-425-9280?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And email is, uh, scrapman13@ya-- er, @hotmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And are you wanting to cancel everything?

Speaker speaker_2: Uh, just the medical.

Speaker speaker_1: Okay. Um, so just keeping the dental and the vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Gotcha. Um, let's see. So cancel the Ensure Plus Enhanced and the Stay Healthy. Keeping dental and vision for just employee only should bring your weekly deduction down to \$5.37 a week.

Speaker speaker_2: All righty.

Speaker speaker_1: Um, so it will take about one to two weeks for the changes to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So you may see the medical on, uh, you may see the medical being taken out on one to two more checks. If you do, of course, it will provide the coverage you're paying for until the changes have been processed through payroll.

Speaker speaker_2: All righty.

Speaker speaker_1: Was there anything else we might need help with?

Speaker speaker_2: Uh, nope.

Speaker speaker_1: Okay. All righty. You have a wonderful day.

Speaker speaker_2: Thank you. You too.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.