

Transcript: VICTORIA

Taylor-4816236706316288-4616759819157504

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? Hi, I'm just calling to opt out of my benefits please, if I can get- Okay. ... some help with that? Sure, give me just one second. Of course. All right, uh, what's the name of the agency you work for? Uh, American South Corps. Gotcha. And the last four of your Social? 5257. All right. And your first and last name? Cassandra Soto, S-O-T-O. All right. Do you mind verifying your address and date of birth? My address is 16517 East Marshall Street, uh, Tulsa, 74116. And then my date of birth, uh, 09/08/1998. And then phone number 918-902-6531? Uh, yes. And email is soto98cassandra.cs@gmail.com? Gmail.com. Yes, ma'am. Okay. So I see that you were actually already enrolled into the MEC TeleRx. Oh. Um, yeah, they, they typically automatically enroll, enroll you into that. So I can put in a request to have it canceled for you. Um... Okay, yeah. Typically with cancellations, it does take about one to two weeks to be processed through payroll. Mm-hmm. So you may see- That's fine. ... um, one to two more payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Um- Um, was that all that you might need help with today? Um, yes, it is. Thank you so much. You're welcome. Have a wonderful day. You too. Thank you. 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: Hi, I'm just calling to opt out of my benefits please, if I can get-

Speaker speaker_1: Okay.

Speaker speaker_2: ... some help with that?

Speaker speaker_1: Sure, give me just one second.

Speaker speaker_2: Of course.

Speaker speaker_1: All right, uh, what's the name of the agency you work for?

Speaker speaker_2: Uh, American South Corps.

Speaker speaker_1: Gotcha. And the last four of your Social?

Speaker speaker_2: 5257.

Speaker speaker_1: All right. And your first and last name?

Speaker speaker_2: Cassandra Soto, S-O-T-O.

Speaker speaker_1: All righty. Do you mind verifying your address and date of birth?

Speaker speaker_2: My address is 16517 East Marshall Street, uh, Tulsa, 74116. And then my date of birth, uh, 09/08/1998.

Speaker speaker_1: And then phone number 918-902-6531?

Speaker speaker_2: Uh, yes.

Speaker speaker_1: And email is soto98cassandra.cs@gmail.com?

Speaker speaker_2: Gmail.com. Yes, ma'am.

Speaker speaker_1: Okay. So I see that you were actually already enrolled into the MEC TeleRx.

Speaker speaker_2: Oh.

Speaker speaker_1: Um, yeah, they, they typically automatically enroll, enroll you into that. So I can put in a request to have it canceled for you. Um...

Speaker speaker_2: Okay, yeah.

Speaker speaker_1: Typically with cancellations, it does take about one to two weeks to be processed through payroll.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: So you may see-

Speaker speaker_2: That's fine.

Speaker speaker_1: ... um, one to two more payroll deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay. Um-

Speaker speaker_1: Um, was that all that you might need help with today?

Speaker speaker_2: Um, yes, it is. Thank you so much.

Speaker speaker_1: You're welcome. Have a wonderful day.

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye.