

## **Transcript: VICTORIA**

**Taylor-4927369538617344-5179583708446720**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, I'm calling, uh, to, uh, cancel my insurance because I, uh, I never authorized to, uh, to get insurance 'cause I already have insurance. So, what can I do to cancel it? Okay. What's the name of the agency you work for? Uh, the agency is Partners Personnel. And the last four of your Social? 9884. And your first and last name? Daniel Gonzalez. And then if you'll verify your address and date of birth. Uh, you want me to tell it to you? Yes, if you could verify your mailing address and date of birth. Yeah. My date of birth is, uh, 07, uh, 12, 1999. And then, so the address is 9600 55th Street, uh, Riverside, California. And then the zip code's like 2... 92509. Is that correct? Okay. Yes. That's what I have. Uh, phone number is 951-630-8027? That's correct. All right, and then email is just gonna be last name, first name, 1299 at gmail. Yeah, that's correct. Okay. I don't see that you're even enrolled into anything. Really? Hmm. Yeah, you're not enrolled into anything. Is there any way to check off like, uh, is there any way to like make sure for- Yes, sir. I mean, that's all we do. We- Yeah. So basically here at Benefits in a Card, we administer the, the insurance being offered through Partners Personnel. Right. That's all that we do. Um, and again, I don't see that you're even enrolled into anything. Hmm. So, I don't... Did y- did someone tell you you were enrolled- I thought I got a mail. ... in something? Well, it says like I got a mail for, uh, that was taking, uh, like for insurance, that was taking like 175 or something like that, so I didn't check. So... We don't even offer a plan individually that is \$175. Huh. Right, okay. Okay, well... I would just reach out to your employer directly about that. Yeah. They may have a different benefits administer and maybe you have coverage through someone else. But as far as we- All right. ... are concerned, you're not enrolled into anything for them. Okay. Well, thank you. I appreciate your time. You're welcome. Yes, sir. You have a wonderful night. Okay, bye-bye. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Uh, I'm calling, uh, to, uh, cancel my insurance because I, uh, I never authorized to, uh, to get insurance 'cause I already have insurance. So, what can I do to cancel it?

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

Speaker speaker\_1: Uh, the agency is Partners Personnel.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9884.

Speaker speaker\_0: And your first and last name?

Speaker speaker\_1: Daniel Gonzalez.

Speaker speaker\_0: And then if you'll verify your address and date of birth.

Speaker speaker\_1: Uh, you want me to tell it to you?

Speaker speaker\_0: Yes, if you could verify your mailing address and date of birth.

Speaker speaker\_1: Yeah. My date of birth is, uh, 07, uh, 12, 1999. And then, so the address is 9600 55th Street, uh, Riverside, California. And then the zip code's like 2... 92509. Is that correct?

Speaker speaker\_0: Okay. Yes. That's what I have. Uh, phone number is 951-630-8027?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: All right, and then email is just gonna be last name, first name, 1299 at gmail.

Speaker speaker\_1: Yeah, that's correct.

Speaker speaker\_0: Okay. I don't see that you're even enrolled into anything.

Speaker speaker\_1: Really? Hmm.

Speaker speaker\_0: Yeah, you're not enrolled into anything.

Speaker speaker\_1: Is there any way to check off like, uh, is there any way to like make sure for-

Speaker speaker\_0: Yes, sir. I mean, that's all we do. We-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: So basically here at Benefits in a Card, we administer the, the insurance being offered through Partners Personnel.

Speaker speaker\_1: Right.

Speaker speaker\_0: That's all that we do. Um, and again, I don't see that you're even enrolled into anything.

Speaker speaker\_1: Hmm.

Speaker speaker\_0: So, I don't... Did y- did someone tell you you were enrolled-

Speaker speaker\_1: I thought I got a mail.

Speaker speaker\_0: ... in something?

Speaker speaker\_1: Well, it says like I got a mail for, uh, that was taking, uh, like for insurance, that was taking like 175 or something like that, so I didn't check. So...

Speaker speaker\_0: We don't even offer a plan individually that is \$175.

Speaker speaker\_1: Huh. Right, okay. Okay, well...

Speaker speaker\_0: I would just reach out to your employer directly about that.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: They may have a different benefits administer and maybe you have coverage through someone else. But as far as we-

Speaker speaker\_1: All right.

Speaker speaker\_0: ... are concerned, you're not enrolled into anything for them.

Speaker speaker\_1: Okay. Well, thank you. I appreciate your time.

Speaker speaker\_0: You're welcome. Yes, sir. You have a wonderful night.

Speaker speaker\_1: Okay, bye-bye. You too.