

## **Transcript: VICTORIA**

**Taylor-4943275930107904-6651292316811264**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. ... this is Victoria. How can I help you? Yeah. Uh, I'm calling about the benefits I have with you guys. Um, I'm gonna cancel that. Okay. And what's the name of the agency you work for? BCFL. And the last four of your SSN? 43-4320. And your first and last name? Anthon White. Okay. Do you mind verifying your address and date of birth? Uh, 1796 Satellite Boulevard, Apartment 315, Duluth, Georgia, 30096. And 9/21/76. Okay. The ZIP code is 30096 or 97? 97. I'm sorry. Okay. Phone number 470-258-1282? Right. And then email is anthonwh@gmail.com? Right. Okay. Are you going to need to cancel everything you enrolled into? Yeah. Just, uh... I got short-term disability. I'm gonna do that. I'm gonna do that. You're not enrolled into short-term disability. So what you're enrolled into is dental, term life, vision, the VIP standard medical plan, and the MEC telRX medical plan for employees plus child. Yeah. You can cancel all that. Um... Yeah. Okay. Um, so cancellations- I wo- Go ahead. I would like to be enrolled in that short-term disability, though. What are, uh... What are y'all... What do you got covered for that? So you're outside of, uh, eligibility for that. You only have 30 days from the date of your first check to get enrolled into benefits. Um, and then outside of that, you would have to be within a company open enrollment period, which they're currently not in. All right. Yeah. Can... We can cancel all of that. Okay. Um, so cancellations typically take about one to two weeks to be processed through payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage until the cancellation has been processed. All right. Was there anything else you might need help with? No, that's it. Thank you. You're welcome. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: ... this is Victoria. How can I help you?

Speaker speaker\_2: Yeah. Uh, I'm calling about the benefits I have with you guys. Um, I'm gonna cancel that.

Speaker speaker\_1: Okay. And what's the name of the agency you work for?

Speaker speaker\_2: BCFL.

Speaker speaker\_1: And the last four of your SSN?

Speaker speaker\_2: 43-4320.

Speaker speaker\_1: And your first and last name?

Speaker speaker\_2: Anthon White.

Speaker speaker\_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, 1796 Satellite Boulevard, Apartment 315, Duluth, Georgia, 30096.  
And 9/21/76.

Speaker speaker\_1: Okay. The ZIP code is 30096 or 97?

Speaker speaker\_2: 97. I'm sorry.

Speaker speaker\_1: Okay. Phone number 470-258-1282?

Speaker speaker\_2: Right.

Speaker speaker\_1: And then email is anthonwh@gmail.com?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay. Are you going to need to cancel everything you enrolled into?

Speaker speaker\_2: Yeah. Just, uh... I got short-term disability. I'm gonna do that. I'm gonna do that.

Speaker speaker\_1: You're not enrolled into short-term disability. So what you're enrolled into is dental, term life, vision, the VIP standard medical plan, and the MEC telRX medical plan for employees plus child.

Speaker speaker\_2: Yeah. You can cancel all that. Um... Yeah.

Speaker speaker\_1: Okay. Um, so cancellations-

Speaker speaker\_2: I wo-

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: I would like to be enrolled in that short-term disability, though. What are, uh... What are y'all... What do you got covered for that?

Speaker speaker\_1: So you're outside of, uh, eligibility for that. You only have 30 days from the date of your first check to get enrolled into benefits. Um, and then outside of that, you would have to be within a company open enrollment period, which they're currently not in.

Speaker speaker\_2: All right. Yeah. Can... We can cancel all of that.

Speaker speaker\_1: Okay. Um, so cancellations typically take about one to two weeks to be processed through payroll. So you may see one to two more payroll deductions. If you do, it will provide the coverage until the cancellation has been processed.

Speaker speaker\_2: All right.

Speaker speaker\_1: Was there anything else you might need help with?

Speaker speaker\_2: No, that's it. Thank you.

Speaker speaker\_1: You're welcome. Bye-bye.