

Transcript: VICTORIA

Taylor-5184591449505792-5393836484804608

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, Victoria. My name is Edward Turner. The last four of my Social is 0555. My... The company I work for is BG Staffing. Um, um, my home address is 1413 Highland Avenue, Columbia, Tennessee 38401. My birthday is 12/25/1982. And I was calling to, uh, cancel all benefits, um, uh, cancel all the insurance 'cause I have insurance through someone else. I was trying to cancel it i- immediately. I've been trying to do this for about several weeks and I just got an email that said to, uh, activate, activate my benefits, uh, uh, in a card. And I'm trying to, uh, you know, drop it off. Okay. Um, phone number, is it 626-7380? Yes, it is. Okay. And then email is turner3.edward@gmail.com? Yes, ma'am. Okay. Give me one second. Yeah, so I see that a request for a cancellation was put in on the 7th. It typically takes about one to two weeks for the cancellation to be processed through payroll, but there is a request for it to- Yep. I was sending that email for over two weeks before they even saw it. So it's been there for a month now. . So, 'cause I, I, I'm just, I'm just trying to k- quit getting, uh, charged this expensive price for something I'm not using. It's not fair at all. So I'm gonna have to take the charge for two more weeks. It's like, it's, it's robbing me of, you know... It, it's not a service that I'm using or anything. Okay. So we received the termination notice from the court on the 7th. Okay. And that's why the request to have it canceled was put in on the 7th. The cancellations typically take about one to two weeks to be processed through payroll. So is it, is it coming off or what, what do you see on, on the back, on the back end? So I see that the last deduction that was taken was on the 8th of November. So typically, whenever we put in a request to have it canceled, you may see one to two more payroll deductions until the cancellation process has been completed by payroll. So who, who decides how much more the, uh, you know, uh, how much I have to spend, uh, 'cause it's not like... As I said, it's not a service that I'm using or anything. Uh, it's just taking my money. You know? Who, who is... I'm, I'm working for this money, but I'm not using this service. You get what I'm saying? Why is that I have to continue paying for two weeks? So that's with any type of cancellation. Because it takes one to two weeks to be processed through payroll, you may experience one to two more p- payroll deductions. In that event, you would still be able to use the coverage. Um, but- Well, coverage is nothing to start off with. And everyone that I've called, that's why there's no doctor that work because it's so expensive. You could use any doctor in the world because you're still gonna have to pay for everything. It's not fair at all for me to have to keep paying for this and I have a good insurance company. Okay, sir. There's nothing that we can do. We've already put in the request to have it canceled for you. It just typically takes about one to two weeks to be processed through payroll. Okay. So, so do you know, uh, was last week counted as a week or do I have to do an additional two weeks from now? So again, the request for cancellation

was put in on the 7th. It takes one to two weeks from that. Mm-hmm. Okay, okay. Okay. Uh, so, uh, d- do you know who chooses for it to be one week or two weeks? Uh, that's all up to your payroll. It depends on how fast they cancel out the, the enrollment. Oh, okay. Okay, okay, okay. Understood. There's nothing that you can do. Um, and I'm sorry if I'm being grouchy with you. Um, you, you've been a great help, ma'am. Thank you. You're welcome. Do you need help with anything else? Uh, no, ma'am. Just to confirm that it will be taken off of there? Yes, sir. Again, the request was put in on the 7th to have it canceled. Okay. Thank you so much, ma'am. Yes, that was everything that I needed. Okay. You have a wonderful day. Hey, you do the same. Yes, ma'am. Thank you. Bye-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, Victoria. My name is Edward Turner. The last four of my Social is 0555. My... The company I work for is BG Staffing. Um, um, my home address is 1413 Highland Avenue, Columbia, Tennessee 38401. My birthday is 12/25/1982. And I was calling to, uh, cancel all benefits, um, uh, cancel all the insurance 'cause I have insurance through someone else. I was trying to cancel it i- immediately. I've been trying to do this for about several weeks and I just got an email that said to, uh, activate, activate my benefits, uh, uh, in a card. And I'm trying to, uh, you know, drop it off.

Speaker speaker_1: Okay. Um, phone number, is it 626-7380?

Speaker speaker_2: Yes, it is.

Speaker speaker_1: Okay. And then email is turner3.edward@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. Give me one second. Yeah, so I see that a request for a cancellation was put in on the 7th. It typically takes about one to two weeks for the cancellation to be processed through payroll, but there is a request for it to-

Speaker speaker_2: Yep. I was sending that email for over two weeks before they even saw it. So it's been there for a month now.

Speaker speaker_1: .

Speaker speaker_2: So, 'cause I, I, I'm just, I'm just trying to k- quit getting, uh, charged this expensive price for something I'm not using. It's not fair at all. So I'm gonna have to take the charge for two more weeks. It's like, it's, it's robbing me of, you know... It, it's not a service that I'm using or anything.

Speaker speaker_1: Okay. So we received the termination notice from the court on the 7th.

Speaker speaker_2: Okay.

Speaker speaker_1: And that's why the request to have it canceled was put in on the 7th. The cancellations typically take about one to two weeks to be processed through payroll.

Speaker speaker_2: So is it, is it coming off or what, what do you see on, on the back, on the back end?

Speaker speaker_1: So I see that the last deduction that was taken was on the 8th of November. So typically, whenever we put in a request to have it canceled, you may see one to two more payroll deductions until the cancellation process has been completed by payroll.

Speaker speaker_2: So who, who decides how much more the, uh, you know, uh, how much I have to spend, uh, 'cause it's not like... As I said, it's not a service that I'm using or anything. Uh, it's just taking my money. You know? Who, who is... I'm, I'm working for this money, but I'm not using this service. You get what I'm saying? Why is that I have to continue paying for two weeks?

Speaker speaker_1: So that's with any type of cancellation. Because it takes one to two weeks to be processed through payroll, you may experience one to two more p- payroll deductions. In that event, you would still be able to use the coverage. Um, but-

Speaker speaker_2: Well, coverage is nothing to start off with. And everyone that I've called, that's why there's no doctor that work because it's so expensive. You could use any doctor in the world because you're still gonna have to pay for everything. It's not fair at all for me to have to keep paying for this and I have a good insurance company.

Speaker speaker_1: Okay, sir. There's nothing that we can do. We've already put in the request to have it canceled for you. It just typically takes about one to two weeks to be processed through payroll.

Speaker speaker_2: Okay. So, so do you know, uh, was last week counted as a week or do I have to do an additional two weeks from now?

Speaker speaker_1: So again, the request for cancellation was put in on the 7th. It takes one to two weeks from that.

Speaker speaker_2: Mm-hmm. Okay, okay. Okay. Uh, so, uh, d- do you know who chooses for it to be one week or two weeks?

Speaker speaker_1: Uh, that's all up to your payroll. It depends on how fast they cancel out the, the enrollment.

Speaker speaker_2: Oh, okay. Okay, okay, okay. Understood. There's nothing that you can do. Um, and I'm sorry if I'm being grouchy with you. Um, you, you've been a great help, ma'am. Thank you.

Speaker speaker_1: You're welcome. Do you need help with anything else?

Speaker speaker_2: Uh, no, ma'am. Just to confirm that it will be taken off of there?

Speaker speaker_1: Yes, sir. Again, the request was put in on the 7th to have it canceled.

Speaker speaker_2: Okay. Thank you so much, ma'am. Yes, that was everything that I needed.

Speaker speaker_1: Okay. You have a wonderful day.

Speaker speaker_2: Hey, you do the same. Yes, ma'am.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Bye-bye.