

Transcript: VICTORIA

Taylor-5211796581695488-5531641353388032

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hey, is this Mr. Molina? Yes, hi. Hi. This is Victoria with Benefits on a Card. We administer medical insurance for Innovative Staffing Solutions. Yes? Hey. So we did receive a enrollment form for the medical insurance, um, that you signed and dated on the 13th of February. Um, we're just unsure exactly, a- are you trying to cancel coverage? 'Cause the enrollment form is blank, so we're not sure what exactly you're trying- Yes, I'm trying to, uh, cancel or remove my, um, my insurance. Okay, so you are trying to cancel. Yes, yes. Okay. I will go ahead and put in a request to have it canceled for you. All right. Now, with cancellations, I do want to let you know, it typically takes about one to two weeks for that to be processed through payroll. Oh, okay. So you may see, um, one to two more payroll deductions. Mm-hmm, okay. Um, if you do, it will provide the coverage until the cancellation has been processed through payroll. Okay. Yes, sir. But I will go ahead and submit the cancellation request and did you have any other questions or concerns for me? Uh, no- no- no, I don't have for the moment. Okay. All righty. You have a wonderful day. You too. Thank you. Thank you.

Conversation Format

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

Speaker speaker_1: Hey, is this Mr. Molina?

Speaker speaker_2: Yes, hi.

Speaker speaker_1: Hi. This is Victoria with Benefits on a Card. We administer medical insurance for Innovative Staffing Solutions.

Speaker speaker_2: Yes?

Speaker speaker_1: Hey. So we did receive a enrollment form for the medical insurance, um, that you signed and dated on the 13th of February. Um, we're just unsure exactly, a- are you trying to cancel coverage? 'Cause the enrollment form is blank, so we're not sure what exactly you're trying-

Speaker speaker_2: Yes, I'm trying to, uh, cancel or remove my, um, my insurance.

Speaker speaker_1: Okay, so you are trying to cancel.

Speaker speaker_2: Yes, yes.

Speaker speaker_1: Okay. I will go ahead and put in a request to have it canceled for you.

Speaker speaker_2: All right.

Speaker speaker_1: Now, with cancellations, I do want to let you know, it typically takes about one to two weeks for that to be processed through payroll.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: So you may see, um, one to two more payroll deductions.

Speaker speaker_2: Mm-hmm, okay.

Speaker speaker_1: Um, if you do, it will provide the coverage until the cancellation has been processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: Yes, sir. But I will go ahead and submit the cancellation request and did you have any other questions or concerns for me?

Speaker speaker_2: Uh, no- no- no, I don't have for the moment.

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

Speaker speaker_2: You too. Thank you.

Speaker speaker_1: Thank you.