

## Transcript: VICTORIA

Taylor-5310776835358720-5209735179583488

### 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? Yeah, um, my name is Melinda Brown. I'm here with my husband, Greg Brown, and we want to cancel just the medical part, um, of his insurance. Okay. Um, do you mind if I speak with him? This is Greg. Hey. Uh, what's the name of the agency you work for? MAU. All right. And the last four of your Social? 4100. Okay. Do you mind verifying your address and date of birth? 4300- Zero, zero- Zero, zero- East. 81. East. You want our address? Right there, 43000 East. 4300 East, 625 South-Cypress. Cypress. And your date of birth? 1/26/71. Phone number is 260-343-8183? Yes. Okay. And then email is thebrowns113@yahoo.com? Correct. Okay. So you're just wanting to take off the medical and keep the dental and the vision? Yes. Okay. Um, so... All right, so the dental for employee's spouse and the vision for you and your family, it looks like your weekly deduction would be \$14.39 a week. Okay. So it does typically take about one to two weeks for the cancellation to be processed through payroll. He may see one to two more deductions for the medical. If he does, it will provide the coverage he's paying for until the cancellation has been processed. Okay. Um, was there anything else you guys needed help with? Nope, not at all. All righty. Mm-hmm. You have a wonderful day. Yep, thank you. Thank you. Bye-bye. Uh, 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: Yeah, um, my name is Melinda Brown. I'm here with my husband, Greg Brown, and we want to cancel just the medical part, um, of his insurance.

Speaker speaker\_1: Okay. Um, do you mind if I speak with him?

Speaker speaker\_3: This is Greg.

Speaker speaker\_1: Hey. Uh, what's the name of the agency you work for?

Speaker speaker\_3: MAU.

Speaker speaker\_1: All right. And the last four of your Social?

Speaker speaker\_3: 4100.

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

Speaker speaker\_3: 4300-

Speaker speaker\_2: Zero, zero-

Speaker speaker\_3: Zero, zero-

Speaker speaker\_2: East.

Speaker speaker\_3: 81.

Speaker speaker\_2: East. You want our address? Right there, 43000 East.

Speaker speaker\_3: 4300 East, 625 South-

Speaker speaker\_2: Cypress.

Speaker speaker\_3: Cypress.

Speaker speaker\_1: And your date of birth?

Speaker speaker\_3: 1/26/71.

Speaker speaker\_1: Phone number is 260-343-8183?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. And then email is thebrowns113@yahoo.com?

Speaker speaker\_3: Correct.

Speaker speaker\_1: Okay. So you're just wanting to take off the medical and keep the dental and the vision?

Speaker speaker\_3: Yes.

Speaker speaker\_1: Okay. Um, so... All right, so the dental for employee's spouse and the vision for you and your family, it looks like your weekly deduction would be \$14.39 a week.

Speaker speaker\_2: Okay.

Speaker speaker\_1: So it does typically take about one to two weeks for the cancellation to be processed through payroll. He may see one to two more deductions for the medical. If he does, it will provide the coverage he's paying for until the cancellation has been processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Um, was there anything else you guys needed help with?

Speaker speaker\_3: Nope, not at all.

Speaker speaker\_1: All righty.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: You have a wonderful day.

Speaker speaker\_3: Yep, thank you.

Speaker speaker\_1: Thank you. Bye-bye.

Speaker speaker\_2: Uh, bye.