

Transcript: VICTORIA

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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? I just am calling to... because they sent me a text message for, uh, the insurance, the enrollment? I want to decline that. Okay. Uh, look for name of the agency you work for. Okay. And the last four of your Social? 5482. Do you mind verifying your address and date of birth? Uh, I have a PO box. I don't know if that's the one you guys have or not? Yes. Okay. PO Box 287, County Central 77466 and my phone number's gonna be 346-254-9035. Okay. I'm sorry, what's your date of birth? Oh. May 26th, '79. May 26th, and what was the year? I'm sorry. '79. '79. Okay. Phone number is gonna be first name Rodriguez571@yahoo.com? Yes. All right. And you are wanting to decline coverage? Yes. Okay. So, it looks like you've actually already been enrolled. Um, I can definitely go ahead and put in a request to have it canceled for you. Yes. Typically with cancellations it does take about one to two weeks to be processed through your payroll. Okay. So, you may see one to two more deductions being made. Okay. Mm-hmm. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. So it's gonna take, like, one, one or two checks? Yeah, it takes about one to two weeks for the cancellation to be processed. Okay, that's fine. Uh, did you need help with anything else? No, that's it. Okay. You have a wonderful day. All right. Thank you. Uh-huh. Okay, bye-bye. Mm-hmm. 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: I just am calling to... because they sent me a text message for, uh, the insurance, the enrollment? I want to decline that.

Speaker speaker_0: Okay. Uh, look for name of the agency you work for.

Speaker speaker_2: Okay.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_2: 5482.

Speaker speaker_0: Do you mind verifying your address and date of birth?

Speaker speaker_2: Uh, I have a PO box. I don't know if that's the one you guys have or not?

Speaker speaker_0: Yes.

Speaker speaker_2: Okay. PO Box 287, County Central 77466 and my phone number's gonna be 346-254-9035.

Speaker speaker_0: Okay. I'm sorry, what's your date of birth?

Speaker speaker_2: Oh. May 26th, '79.

Speaker speaker_0: May 26th, and what was the year? I'm sorry.

Speaker speaker_2: '79.

Speaker speaker_0: '79. Okay. Phone number is gonna be first name Rodriguez571@yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_0: All right. And you are wanting to decline coverage?

Speaker speaker_2: Yes.

Speaker speaker_0: Okay. So, it looks like you've actually already been enrolled. Um, I can definitely go ahead and put in a request to have it canceled for you.

Speaker speaker_2: Yes.

Speaker speaker_0: Typically with cancellations it does take about one to two weeks to be processed through your payroll.

Speaker speaker_2: Okay.

Speaker speaker_0: So, you may see one to two more deductions being made.

Speaker speaker_2: Okay. Mm-hmm.

Speaker speaker_0: If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Okay. So it's gonna take, like, one, one or two checks?

Speaker speaker_0: Yeah, it takes about one to two weeks for the cancellation to be processed.

Speaker speaker_2: Okay, that's fine.

Speaker speaker_0: Uh, did you need help with anything else?

Speaker speaker_2: No, that's it.

Speaker speaker_0: Okay. You have a wonderful day.

Speaker speaker_2: All right. Thank you. Uh-huh.

Speaker speaker_0: Okay, bye-bye.

Speaker speaker_2: Mm-hmm. Bye.