

Transcript: VICTORIA

Taylor-5430153259302912-5527199253315584

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, hello. I'd like to cancel my, uh, health insurance from- through you all, if possible. Okay. Um, what is the name of the agency you work for? Crown. And the last four of your Social? 1305. Okay. Um, and your first and last name? George Cowan. I was an- I'm a junior. Okay. Do you mind verifying your address and date of birth? My address is 140 Woodland Drive, Troy, Missouri, 63379. And what else did you want? Uh, your date of birth. Oh, br- oh, 3/15/1971, 1971. Okay. Yes, ma'am. Phone number 636-383-8654. 65- yes, ma'am. And then email is last name, first name, 77 at gmail. Yes. Okay. So you are wanting to cancel the enrollment? Yes, ma'am. Okay. Um, so typically cancellations take about one to two weeks to be processed through your payroll. You may see one- Well- Go ahead. I'm sorry? No. No. I was gonna say, 'cause I was hoping, 'cause they've been taking it out of my, uh, on my pay and I had my own personal medical insurance. I just found out today that they're taking it out. And... So, they're gonna be taking it out for at least another one or two weeks? Yes, sir. It- Okay? There's a possibility you'll see one to two more, uh, deductions. If you do, it'll provide the coverage you're paying for until payroll has processed the, uh, cancellation on their end. Okay. Okay. That'll work. Uh, did you need- did you need help with anything else? No. No, that's it, ma'am. All righty. You have a wonderful day. Thank you. You too. Thank you. Mm, bye-bye. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_1: Yes, hello. I'd like to cancel my, uh, health insurance from- through you all, if possible.

Speaker speaker_0: Okay. Um, what is the name of the agency you work for?

Speaker speaker_1: Crown.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 1305.

Speaker speaker_0: Okay. Um, and your first and last name?

Speaker speaker_1: George Cowan. I was an- I'm a junior.

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

Speaker speaker_1: My address is 140 Woodland Drive, Troy, Missouri, 63379. And what else did you want?

Speaker speaker_0: Uh, your date of birth.

Speaker speaker_1: Oh, br- oh, 3/15/1971, 1971.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Phone number 636-383-8654.

Speaker speaker_1: 65- yes, ma'am.

Speaker speaker_0: And then email is last name, first name, 77 at gmail.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So you are wanting to cancel the enrollment?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, so typically cancellations take about one to two weeks to be processed through your payroll. You may see one-

Speaker speaker_1: Well- Go ahead.

Speaker speaker_0: I'm sorry?

Speaker speaker_1: No. No. I was gonna say, 'cause I was hoping, 'cause they've been taking it out of my, uh, on my pay and I had my own personal medical insurance. I just found out today that they're taking it out. And... So, they're gonna be taking it out for at least another one or two weeks?

Speaker speaker_0: Yes, sir. It-

Speaker speaker_1: Okay?

Speaker speaker_0: There's a possibility you'll see one to two more, uh, deductions. If you do, it'll provide the coverage you're paying for until payroll has processed the, uh, cancellation on their end.

Speaker speaker_1: Okay. Okay. That'll work.

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

Speaker speaker_1: No. No, that's it, ma'am.

Speaker speaker_0: All righty. You have a wonderful day.

Speaker speaker_1: Thank you. You too. Thank you. Mm, bye-bye.

Speaker speaker_0: Thank you. Bye-bye.