

Transcript: VICTORIA

Taylor-5606699438227456-6618844518989824

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, good afternoon. Um, I just received a text message from Benefits on a Card about my, uh, my coverage and the text was saying that it has lapsed because of missed payment, so I want to, like, to, to cancel the, the coverage. Okay. What's the name of the agency you work for? TLC. And the last four of your Social? 4083. And then your first and last name? First name is Vile, V-I-L-E. The last name is N-Y-U-O-N. Do you mind, uh, verifying your address and date of birth? Yeah, um, the address is 1022 Portland Street, Waynesboro, North Carolina. Zip code 27403. Um, date of birth is 11-10-97. Phone number 336-541-3814? That's right. And then email is just gonna be first and last name @gmail.com? Correct. Okay. And you're wanting to cancel the medical, dental and the vision? Yes. Okay. Um, so typically, cancellations take about one to two weeks to be processed through payroll. So if you are still working with them, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Yeah, um, I'm no longer working for them. That's the issue. Okay. Yeah, that, that's why I said, "If you're still working with them." Yeah. All righty. Well, I went ahead and sent the request for cancellation. Do you need help with anything else? No, that's it. All righty. You have a wonderful day. All right, thank you. Thank you. 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: Yeah, um, good afternoon. Um, I just received a text message from Benefits on a Card about my, uh, my coverage and the text was saying that it has lapsed because of missed payment, so I want to, like, to, to cancel the, the coverage.

Speaker speaker_1: Okay. What's the name of the agency you work for?

Speaker speaker_2: TLC.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 4083.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: First name is Vile, V-I-L-E. The last name is N-Y-U-O-N.

Speaker speaker_1: Do you mind, uh, verifying your address and date of birth?

Speaker speaker_2: Yeah, um, the address is 1022 Portland Street, Waynesboro, North Carolina. Zip code 27403. Um, date of birth is 11-10-97.

Speaker speaker_1: Phone number 336-541-3814?

Speaker speaker_2: That's right.

Speaker speaker_1: And then email is just gonna be first and last name @gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And you're wanting to cancel the medical, dental and the vision?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Um, so typically, cancellations take about one to two weeks to be processed through payroll. So if you are still working with them, you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_2: Yeah, um, I'm no longer working for them. That's the issue.

Speaker speaker_1: Okay. Yeah, that, that's why I said, "If you're still working with them."

Speaker speaker_2: Yeah.

Speaker speaker_1: All righty. Well, I went ahead and sent the request for cancellation. Do you need help with anything else?

Speaker speaker_2: No, that's it.

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

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you. Bye-bye.