

Transcript: VICTORIA

Taylor-5850746315915264-6458337823866880

Full Transcript

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes. Um, is this in reference to Mega Force? Um, I- I'm with you. It's about- Yes. ... some insurance I'm trying to cancel. Yeah. We administer medical insurance for Mega Force. Yeah. I wanted to call... I'm wanted to call and cancel mine. Okay. What's the last four of your Social? 7950. Your first and last name? Durrell Dent. Okay. Do you mind verifying your address and date of birth? Uh, 2113 Silver Maple Lane, Greenville, North Carolina 258... Uh, what is it? 27858. Date of birth, 11/14/1966. Phone number 252-640-4962? Yes. Okay. And you're wanting to cancel the medical and the dental? Yes. Okay. So cancellations do take about one to two weeks to be processed through your payroll. Understood. You may see, uh, one to two more deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed. Okay. Do you need help with anything else? No, that's it. Great. You have a wonderful day. All right. Thank you. Thank you. Bye-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. Um, is this in reference to Mega Force?

Speaker speaker_0: Um, I-

Speaker speaker_1: I'm with you. It's about-

Speaker speaker_0: Yes.

Speaker speaker_1: ... some insurance I'm trying to cancel.

Speaker speaker_0: Yeah. We administer medical insurance for Mega Force.

Speaker speaker_1: Yeah. I wanted to call... I'm wanted to call and cancel mine.

Speaker speaker_0: Okay. What's the last four of your Social?

Speaker speaker_1: 7950.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Durrell Dent.

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

Speaker speaker_1: Uh, 2113 Silver Maple Lane, Greenville, North Carolina 258... Uh, what is it? 27858. Date of birth, 11/14/1966.

Speaker speaker_0: Phone number 252-640-4962?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And you're wanting to cancel the medical and the dental?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So cancellations do take about one to two weeks to be processed through your payroll.

Speaker speaker_1: Understood.

Speaker speaker_0: You may see, uh, one to two more deductions. If you do, of course, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you need help with anything else?

Speaker speaker_1: No, that's it.

Speaker speaker_0: Great. You have a wonderful day.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Bye.