

## **Transcript: VICTORIA**

**Taylor-5852973619658752-6360733578870784**

### **Full Transcript**

Thank you for calling Benefits Center Cards. Is this- This is Center Card, yes. How can I help you? Um, I was just wanting to see about canceling benefits. Okay, what's the name of the, uh, agency you work for? Search. And the last four of your Social? 9498. And your first, last name? Katrina Heinrich. Okay, do you mind verifying your address and date of birth? Uh, address is 371 Kona Road, 706, Kelso, Alabama, 35973. Birthdate is December 7, 1980. . Okay. Um, and you s- the... What was the street address again? I'm so- No. No, wait. Wait, wait, wait. 5360 Kona Road, 77. I forgot I changed the address. Okay. And then, uh, phone number is 256-635-8984? Yes. And then email is going to be klheartline83@gmail.com? Uh, 1983@hotmail.com. Okay, so 1983@hotmail.com? Yes. Okay. Um, are you wanting to cancel everything you're enrolled in too? Yes. Okay. Uh, cancellations- That should typic- That should just be dental and vision, correct? It looks like you have group accident in dental. Oh, I do? Mm-hmm. What is the group accident? I didn't know I had that one. Group accident is just, uh, well, it's y- helped, uh... designed to help pay the expenses due to an accident, so it pays like a set dollar amount towards the emergency room, ambulance, medical imaging, intensive care unit. Um, it does also pay a little bit towards, like, hospitalization. And it comes with the- Oh, okay. ... um, accidental death and dismemberment policy as well. Um, how much is that one? Uh, the group accident is just \$2.94. And it looks like you have that- Okay. And it- ... employee plus child. I have that for a child? Yes, it's for employee plus children. Okay. Um, and then the dental is what? Se- five, seven? Dental is \$4.17, uh, a week. Okay. And it looks like you only have that for employee only. Okay. Um, yeah, go ahead and cancel the dental, and we have Medicaid, so that should cover accidents and stuff like that, right? I can't speak to what Medicaid covers, so I don't, I don't know. Okay. I know they, they have it, um... Okay, yeah, just go ahead and cancel all of it, I guess, because- Okay. I mean, I... Just to make sure, you are wanting to cancel it, correct? Yes. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll department. Uh, you may experience one to two more payroll deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. Is there anything else you would like to know, ma'am? Okay, so that's just... That's two weeks of it coming out of my check, plus another... or two weeks to get to payroll and then another two weeks for it to start coming out of my check, correct? No, ma- no, ma'am. It takes one to two weeks- So just two more. ... for the cancellation. Yeah, up to two weeks possibly, but you'll see one to two more payroll deductions. Okay. Okay. All right, because I didn't want to call and be like, "Uh, you're not taking this. You should still take it." You know what I mean? So I just wanted to make sure that everything was... I was... I had everything together. Yes, ma'am. It sh- like I said, it takes about one to two weeks for the cancellation to be processed, so you may experience one to two more payroll deductions. Okay. Was there anything else maybe you

had questions on? Um, no, that's it. All righty. You have a wonderful night. All right. Thanks, you too. Thank you. Bye-bye. Bye-bye.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits Center Cards. Is this-

Speaker speaker\_1: This is Center Card, yes.

Speaker speaker\_0: How can I help you?

Speaker speaker\_1: Um, I was just wanting to see about canceling benefits.

Speaker speaker\_0: Okay, what's the name of the, uh, agency you work for?

Speaker speaker\_1: Search.

Speaker speaker\_0: And the last four of your Social?

Speaker speaker\_1: 9498.

Speaker speaker\_0: And your first, last name?

Speaker speaker\_1: Katrina Heinrich.

Speaker speaker\_0: Okay, do you mind verifying your address and date of birth?

Speaker speaker\_1: Uh, address is 371 Kona Road, 706, Kelso, Alabama, 35973. Birthdate is December 7, 1980. .

Speaker speaker\_0: Okay. Um, and you s- the... What was the street address again? I'm so-

Speaker speaker\_1: No. No, wait. Wait, wait, wait. 5360 Kona Road, 77. I forgot I changed the address.

Speaker speaker\_0: Okay. And then, uh, phone number is 256-635-8984?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And then email is going to be klheartline83@gmail.com?

Speaker speaker\_1: Uh, 1983@hotmail.com.

Speaker speaker\_0: Okay, so 1983@hotmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, are you wanting to cancel everything you're enrolled in too?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Uh, cancellations-

Speaker speaker\_1: That should typic- That should just be dental and vision, correct?

Speaker speaker\_0: It looks like you have group accident in dental.

Speaker speaker\_1: Oh, I do?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: What is the group accident? I didn't know I had that one.

Speaker speaker\_0: Group accident is just, uh, well, it's y- helped, uh... designed to help pay the expenses due to an accident, so it pays like a set dollar amount towards the emergency room, ambulance, medical imaging, intensive care unit. Um, it does also pay a little bit towards, like, hospitalization. And it comes with the-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... um, accidental death and dismemberment policy as well.

Speaker speaker\_1: Um, how much is that one?

Speaker speaker\_0: Uh, the group accident is just \$2.94. And it looks like you have that-

Speaker speaker\_1: Okay. And it-

Speaker speaker\_0: ... employee plus child.

Speaker speaker\_1: I have that for a child?

Speaker speaker\_0: Yes, it's for employee plus children.

Speaker speaker\_1: Okay. Um, and then the dental is what? Se- five, seven?

Speaker speaker\_0: Dental is \$4.17, uh, a week.

Speaker speaker\_1: Okay.

Speaker speaker\_0: And it looks like you only have that for employee only.

Speaker speaker\_1: Okay. Um, yeah, go ahead and cancel the dental, and we have Medicaid, so that should cover accidents and stuff like that, right?

Speaker speaker\_0: I can't speak to what Medicaid covers, so I don't, I don't know.

Speaker speaker\_1: Okay. I know they, they have it, um... Okay, yeah, just go ahead and cancel all of it, I guess, because-

Speaker speaker\_0: Okay.

Speaker speaker\_1: I mean, I...

Speaker speaker\_0: Just to make sure, you are wanting to cancel it, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll department. Uh, you may experience one to two more payroll

deductions. If you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else you would like to know, ma'am?

Speaker speaker\_1: Okay, so that's just... That's two weeks of it coming out of my check, plus another... or two weeks to get to payroll and then another two weeks for it to start coming out of my check, correct?

Speaker speaker\_0: No, ma- no, ma'am. It takes one to two weeks-

Speaker speaker\_1: So just two more.

Speaker speaker\_0: ... for the cancellation. Yeah, up to two weeks possibly, but you'll see one to two more payroll deductions.

Speaker speaker\_1: Okay. Okay. All right, because I didn't want to call and be like, "Uh, you're not taking this. You should still take it." You know what I mean? So I just wanted to make sure that everything was... I was... I had everything together.

Speaker speaker\_0: Yes, ma'am. It sh- like I said, it takes about one to two weeks for the cancellation to be processed, so you may experience one to two more payroll deductions.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Was there anything else maybe you had questions on?

Speaker speaker\_1: Um, no, that's it.

Speaker speaker\_0: All righty. You have a wonderful night.

Speaker speaker\_1: All right. Thanks, you too.

Speaker speaker\_0: Thank you. Bye-bye.

Speaker speaker\_1: Bye-bye.