Transcript: VICTORIA Taylor-5892699097972736-6131530485252096

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? Um, yes. This is Megan Pinkey. I was calling to, um, let the company know that I, um, am going with a cheaper insurance 'cause the insurance that I was supposed to get through, um, the ISS where I'm at, Nasco, um, I got my pay stub and I was like, "I need to wor- I need to have money." So, um, is there any way that I need to cancel that? How do I cancel that? Sorry, I should say. Okay. Um, let me pull up your file. What's the last four of your Social? Um, 1420. Okay. Do you mind verifying your address and date of birth? Um, it's 271 Old US Highway 50 East, um, PO Box 512, Bechmeier, Illinois 62219. And my birthdate is 8/7/1981. Okay. Uh, phone number 618-920-7914? Yes. That is correct. And then email is first and last name need@gmail.com? Yes. That's correct. Okay. And are you wanting to cancel everything? Yes. Okay. So, cancellations typically take about one to two weeks to be processed through your payroll. Okay. So, you may see one to two more payroll deductions. If you do, um- Oh. Yeah. Yeah. I, I was just wondering how that's gonna work. Would it... So, like, today was my last day. We're shut down for two weeks. It'll come out of my next paycheck, which is for this week. Um, so then I would wait. If it would come out of two paychecks, it would be the next paycheck that I would get, if need to be? Yeah. Okay. So, it typically takes about one to two weeks for the cancellation to be processed. Okay. Um, so like I was saying, 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. Okay. I just wanted to let you guys know that since I'm... since today was my last day for a couple weeks, I was like, "Oh, no." Just so they don't, like, wonder where my paycheck or stub is so they can get the money, so... Okay. Yeah. Um, it's, like I said, it just typically takes about one to two weeks to be processed through payroll. Okay. So, if you're gonna be expecting more checks in the future, um, like within the next one to two weeks, if you get or you're expecting an- another paycheck, you'll probably see the deduction being made. But if you're not expecting a paycheck, then there's no way for us to charge you for the coverage. Okay. Um, so I went ahead and put in the request to have the enrollment canceled for you. Uh, was there anything else you might need help with? Um, no, that was it- All right. ... for right now. You have a wonderful day. Yep. You have a nice holiday. You too. 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: Um, yes. This is Megan Pinkey. I was calling to, um, let the company know that I, um, am going with a cheaper insurance 'cause the insurance that I was supposed to get through, um, the ISS where I'm at, Nasco, um, I got my pay stub and I was like, "I need to wor- I need to have money." So, um, is there any way that I need to cancel that? How do I cancel that? Sorry, I should say.

Speaker speaker_1: Okay. Um, let me pull up your file. What's the last four of your Social?

Speaker speaker_2: Um, 1420.

Speaker speaker_1: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_2: Um, it's 271 Old US Highway 50 East, um, PO Box 512, Bechmeier, Illinois 62219. And my birthdate is 8/7/1981.

Speaker speaker_1: Okay. Uh, phone number 618-920-7914?

Speaker speaker_2: Yes. That is correct.

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

Speaker speaker_2: Yes. That's correct.

Speaker speaker_1: Okay. And are you wanting to cancel everything?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So, cancellations typically take about one to two weeks to be processed through your payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, you may see one to two more payroll deductions. If you do, um-

Speaker speaker_2: Oh.

Speaker speaker_1: Yeah.

Speaker speaker_2: Yeah. I, I was just wondering how that's gonna work. Would it... So, like, today was my last day. We're shut down for two weeks. It'll come out of my next paycheck, which is for this week. Um, so then I would wait. If it would come out of two paychecks, it would be the next paycheck that I would get, if need to be?

Speaker speaker_1: Yeah.

Speaker speaker_2: Okay.

Speaker speaker_1: So, it typically takes about one to two weeks for the cancellation to be processed.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so like I was saying, 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: Okay. I just wanted to let you guys know that since I'm... since today was my last day for a couple weeks, I was like, "Oh, no." Just so they don't, like, wonder where my paycheck or stub is so they can get the money, so...

Speaker speaker_1: Okay. Yeah. Um, it's, like I said, it just typically takes about one to two weeks to be processed through payroll.

Speaker speaker_2: Okay.

Speaker speaker_1: So, if you're gonna be expecting more checks in the future, um, like within the next one to two weeks, if you get or you're expecting an- another paycheck, you'll probably see the deduction being made. But if you're not expecting a paycheck, then there's no way for us to charge you for the coverage.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so I went ahead and put in the request to have the enrollment canceled for you. Uh, was there anything else you might need help with?

Speaker speaker_2: Um, no, that was it-

Speaker speaker_1: All right.

Speaker speaker_2: ... for right now.

Speaker speaker_1: You have a wonderful day.

Speaker speaker_2: Yep. You have a nice holiday.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye.