

Transcript: VICTORIA

Taylor-6021444704714752-6268858174849024

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, hi. I was calling, um, to, um, get the, um... Hold on real quick. I was calling to cancel my, uh, cancel the medical insurance I had getting withheld from my check. Okay. What's the name of the agency you work for? Uh, Crown Staffing. And the last four of your social? 0562. And your first and last name? Uh, Shawn Blackman. Okay. Do you mind verifying your address and date of birth? Uh, 8424 Plaza Rock Court, Apartment E. And my date of birth is June 10th, 1989. Okay. And phone number 314-901-8577? Yes, that's me. Okay. And then email is first and last... Uh, well, first and then black828@gmail.com? Mm-hmm. Yes. Okay. So I do see that you're pending for enrollment. Um, I can definitely go ahead and put in a request to have it canceled. With that being said, um, cancellations typically take about one to two weeks to, uh, be processed through payroll. So there is a possibility you'll see one to two payroll deductions. Um, of course, if you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end. Okay. All right. Was there anything else you might need help with? That's it. All righty. I will go ahead and put in the request to have it canceled and you have a wonderful day. All right. You too. 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, hi. I was calling, um, to, um, get the, um... Hold on real quick. I was calling to cancel my, uh, cancel the medical insurance I had getting withheld from my check.

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

Speaker speaker_2: Uh, Crown Staffing.

Speaker speaker_1: And the last four of your social?

Speaker speaker_2: 0562.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: Uh, Shawn Blackman.

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

Speaker speaker_2: Uh, 8424 Plaza Rock Court, Apartment E. And my date of birth is June 10th, 1989.

Speaker speaker_1: Okay. And phone number 314-901-8577?

Speaker speaker_2: Yes, that's me.

Speaker speaker_1: Okay. And then email is first and last... Uh, well, first and then black828@gmail.com?

Speaker speaker_2: Mm-hmm. Yes.

Speaker speaker_1: Okay. So I do see that you're pending for enrollment. Um, I can definitely go ahead and put in a request to have it canceled. With that being said, um, cancellations typically take about one to two weeks to, uh, be processed through payroll. So there is a possibility you'll see one to two payroll deductions. Um, of course, if you do, it will provide the coverage you're paying for until payroll has processed the cancellation on their end.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: That's it.

Speaker speaker_1: All righty. I will go ahead and put in the request to have it canceled and you have a wonderful day.

Speaker speaker_2: All right. You too. Thank you.

Speaker speaker_1: Thank you. Bye-bye.