

Transcript: VICTORIA

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Plan Accard. This is Victoria. How can I help you? Yes, I need to cancel my insurance. Okay. Um, what's the name of the agency you work for? MAU. And the last four of your Social? 2990. And your first and last name? It's Paul Gruber, G-R-U-B-E-R. Okay. Do you mind verifying your address and date of birth? Uh, okay. Date of birth, 08/09/56. Address, uh, I don't know what that one's under anymore. I'm at 1 Vanoc Street, Malad City, Idaho right now. Okay. Yeah, that's what we currently have and then phone number is 435-363-6858? Yes. Okay. Email is blueshark560@gmail.com? Yes. Okay. Now are you wanting to cancel everything you're enrolled into? What all am I enrolled on? The Insure Plus Enhance Medical Plan, dental- Which doesn't pay anything. Okay. Yeah. Um, you also have dental, short-term disability, critical illness and vision. Uh, yeah, cancel everything. Okay. Um, so I know cancellations typically take about one to two weeks to be processed through payroll. 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. They're okay. Do you need- Yeah, I was trying to cancel... No, I was trying to cancel it earlier but found I had to wait for the open enrollment period, so. Yes, sir. Yeah, I was trying to, sign up some more by Medicaid but I missed out on part of that, so. Okay. All right. Well, I went ahead and sent the request to have it canceled for you and I hope you have a wonderful day. Okay, thank you. Thank you. Bye-bye. Okay, bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Plan Accard. This is Victoria. How can I help you?

Speaker speaker_2: Yes, I need to cancel my insurance.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 2990.

Speaker speaker_1: And your first and last name?

Speaker speaker_2: It's Paul Gruber, G-R-U-B-E-R.

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

Speaker speaker_2: Uh, okay. Date of birth, 08/09/56. Address, uh, I don't know what that one's under anymore. I'm at 1 Vanoc Street, Malad City, Idaho right now.

Speaker speaker_1: Okay. Yeah, that's what we currently have and then phone number is 435-363-6858?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Email is blueshark560@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Now are you wanting to cancel everything you're enrolled into?

Speaker speaker_2: What all am I enrolled on?

Speaker speaker_1: The Insure Plus Enhance Medical Plan, dental-

Speaker speaker_2: Which doesn't pay anything.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah.

Speaker speaker_1: Um, you also have dental, short-term disability, critical illness and vision.

Speaker speaker_2: Uh, yeah, cancel everything.

Speaker speaker_1: Okay. Um, so I know cancellations typically take about one to two weeks to be processed through payroll. 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: They're okay.

Speaker speaker_1: Do you need-

Speaker speaker_2: Yeah, I was trying to cancel... No, I was trying to cancel it earlier but found I had to wait for the open enrollment period, so.

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Yeah, I was trying to, sign up some more by Medicaid but I missed out on part of that, so. Okay.

Speaker speaker_1: All right. Well, I went ahead and sent the request to have it canceled for you and I hope you have a wonderful day.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_2: Okay, bye.