

Transcript: VICTORIA

Taylor-6317063650983936-4702648526749696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits On The Card. This is Victoria. How can I help you? Yes, my ID number is 484-120-19. Okay. I'm not able to look you up by that. What's the name of your employer? MAU. And the last four of your Social? 9068. And your first name? My what now? Your first and last name? William Acker. Okay. Uh, do you mind verifying your address and date of birth? 1730B Cherry Street Extension, Tarleton, South Carolina 29670, 072468. Okay. Phone number 864-593-8724? Yes. And then email is tonyacker86@yahoo.com? That is correct. Okay. How can I help? Yes, I was just wondering, uh, let you guys know, I, uh, want to cancel my insurance by the 31st of this month, and I have a paper statement that needs to be canceled by the 31st of this month. Okay. So I can go ahead and put in a cancellation request. Um, now, typically, cancellations take about one to two weeks to be processed through your payroll. So, there is a possibility you would see one to two more payroll deductions. Um, if you do see that, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end. Oh, so, uh, m- maybe do I need to let them know so it'll be canceled quicker? Because I told them, and they said I need to call you guys. So this is what I'm doing. Yeah, I mean, I can... Right. Again, I can go ahead and put in the request to have it canceled for you. I just know that typically it takes about one to two weeks for that cancellation to be processed through payroll. Um, so, I can't give a specific date on when it's going to be canceled because I don't have access to your payroll. Now, if you want to reach out to payroll and speak with them and see if there's anything that they can do to expedite the cancellation, you can definitely do so. Okay then. Thank you so much. Sure. And just to make sure, are you just wanting to cancel medical or are you wanting to cancel the entire enrollment? E- everything. Because, I mean, really it does no good. It really does me no good at all. I can't get my medicine or my doctor can't see in no more. It's just crazy, man. Dental ain't no good. I mean, I need my teeth fixed and it won't cover any of that. I mean, it's... I'm paying, I'm paying 100 and something dollars a month for nothing. Okay. So, yeah. I just wanted to make sure that what you were wanting to cancel... Yeah, it looks like you called us earlier this morning and spoke with, uh, Justin, and the coverage has already been canceled for you in the system. Okay. Thank- Thank you. Thank you so much. You're welcome. But I- I- I- Like I said, if you want to reach out to payroll. I do- I- I- Yeah, I will reach out but th- the thing by, I didn't tell Justin that I, like, about me having that paper saying my, you know, because my other co-coverage is going to be kicking in on the first so, um, yeah. So I most definitely... I need... That's why I was letting you know that I got a paper statement now, so. Okay. Yeah, there's really nothing we can do to have it canceled by the 31st, just because, like I said, it has to run, be run through... The cancellation has to be run through your payroll department and they're the ones that officially process the cancellation. The only thing we can do is put in the request

to have it canceled. And you said the request was already in? Yes, sir. Okay. Thank you so much. You're welcome. Have a good day. All right.

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 The Card. This is Victoria. How can I help you?

Speaker speaker_2: Yes, my ID number is 484-120-19.

Speaker speaker_1: Okay. I'm not able to look you up by that. What's the name of your employer?

Speaker speaker_2: MAU.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 9068.

Speaker speaker_1: And your first name?

Speaker speaker_2: My what now?

Speaker speaker_1: Your first and last name?

Speaker speaker_2: William Acker.

Speaker speaker_1: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: 1730B Cherry Street Extension, Tarleton, South Carolina 29670, 072468.

Speaker speaker_1: Okay. Phone number 864-593-8724?

Speaker speaker_2: Yes.

Speaker speaker_1: And then email is tonyacker86@yahoo.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. How can I help?

Speaker speaker_2: Yes, I was just wondering, uh, let you guys know, I, uh, want to cancel my insurance by the 31st of this month, and I have a paper statement that needs to be canceled by the 31st of this month.

Speaker speaker_1: Okay. So I can go ahead and put in a cancellation request. Um, now, typically, cancellations take about one to two weeks to be processed through your payroll. So, there is a possibility you would see one to two more payroll deductions. Um, if you do see that, it will provide the coverage you're paying for until, uh, payroll has processed the

cancellation on their end.

Speaker speaker_2: Oh, so, uh, m- maybe do I need to let them know so it'll be canceled quicker? Because I told them, and they said I need to call you guys. So this is what I'm doing.

Speaker speaker_1: Yeah, I mean, I can... Right. Again, I can go ahead and put in the request to have it canceled for you. I just know that typically it takes about one to two weeks for that cancellation to be processed through payroll. Um, so, I can't give a specific date on when it's going to be canceled because I don't have access to your payroll. Now, if you want to reach out to payroll and speak with them and see if there's anything that they can do to expedite the cancellation, you can definitely do so.

Speaker speaker_2: Okay then. Thank you so much.

Speaker speaker_1: Sure. And just to make sure, are you just wanting to cancel medical or are you wanting to cancel the entire enrollment?

Speaker speaker_2: E- everything. Because, I mean, really it does no good. It really does me no good at all. I can't get my medicine or my doctor can't see in no more. It's just crazy, man. Dental ain't no good. I mean, I need my teeth fixed and it won't cover any of that. I mean, it's... I'm paying, I'm paying 100 and something dollars a month for nothing.

Speaker speaker_1: Okay.

Speaker speaker_2: So, yeah.

Speaker speaker_1: I just wanted to make sure that what you were wanting to cancel... Yeah, it looks like you called us earlier this morning and spoke with, uh, Justin, and the coverage has already been canceled for you in the system.

Speaker speaker_2: Okay. Thank- Thank you. Thank you so much.

Speaker speaker_1: You're welcome.

Speaker speaker_2: But I- I- I-

Speaker speaker_1: Like I said, if you want to reach out to payroll.

Speaker speaker_2: I do- I- I- Yeah, I will reach out but th- the thing by, I didn't tell Justin that I, like, about me having that paper saying my, you know, because my other co- coverage is going to be kicking in on the first so, um, yeah. So I most definitely... I need... That's why I was letting you know that I got a paper statement now, so.

Speaker speaker_1: Okay. Yeah, there's really nothing we can do to have it canceled by the 31st, just because, like I said, it has to run, be run through... The cancellation has to be run through your payroll department and they're the ones that officially process the cancellation. The only thing we can do is put in the request to have it canceled.

Speaker speaker_2: And you said the request was already in?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: You're welcome. Have a good day.

Speaker speaker_2: All right.