

## **Transcript: VICTORIA**

**Taylor-6452265425747968-5130951125549056**

### **Full Transcript**

Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, I was wondering if I could cancel just the behavioral health portion of my coverage. It doesn't cover anything I need it to cover. Okay. What's the name of the agency you work for? Associated Staffing. Gotcha. And the last four of your Social? 7399. And your first and last name? Brooke Swanson. Okay. And do you mind verifying your address and date of birth? Sure. It's 2810 L Avenue Number Nine, Kearney, Nebraska 68847 and my birth date is 2-10-77. And then phone number 402-670-7661? That's correct. And then email is gonna be b-m-g-i-b-r-i-e-a-l@yahoo.com? Yes. Okay. So you just want to cancel the behavioral health? Yep, I wanna keep everything else but just the behavioral health. Okay. So with taking off the behavioral health, um, it brings your deduction down to \$34.15. Oh, okay. Um... Now it will take about one to two weeks for that cancellation to be processed through your payroll department. Okay. So you very well may see, uh, one to two more deductions for the behavioral health. Okay. If you do, it will provide the coverage you're paying for until the cancellation has been processed. Okay. That's all I needed. All righty. You have a wonderful day. You too. Thank you. Mm-bye. Thank you. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_1: Yes, I was wondering if I could cancel just the behavioral health portion of my coverage. It doesn't cover anything I need it to cover.

Speaker speaker\_0: Okay. What's the name of the agency you work for?

Speaker speaker\_1: Associated Staffing.

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

Speaker speaker\_1: 7399.

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

Speaker speaker\_1: Brooke Swanson.

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

Speaker speaker\_1: Sure. It's 2810 L Avenue Number Nine, Kearney, Nebraska 68847 and my birth date is 2-10-77.

Speaker speaker\_0: And then phone number 402-670-7661?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: And then email is gonna be b-m-g-i-b-r-i-e-a-l @yahoo.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So you just want to cancel the behavioral health?

Speaker speaker\_1: Yep, I wanna keep everything else but just the behavioral health.

Speaker speaker\_0: Okay. So with taking off the behavioral health, um, it brings your deduction down to \$34.15.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: Um... Now it will take about one to two weeks for that cancellation to be processed through your payroll department.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So you very well may see, uh, one to two more deductions for the behavioral health.

Speaker speaker\_1: Okay.

Speaker speaker\_0: If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker\_1: Okay. That's all I needed.

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

Speaker speaker\_1: You too. Thank you. Mm-bye.

Speaker speaker\_0: Thank you. Bye.