

Transcript: VICTORIA

Taylor-6493666189819904-6614528985448448

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? Hi. I'm calling because, um, the freelance assignment that I was on has ended and so I'm no longer going to be needing insurance through Benefits on a Card, and I wanted to go ahead and cancel it. Okay. What's the name of the agency you work for? Creative Circle. And the last four of your Social? 7605. Okay. Uh, and your first and last name? Christy Penza. Do you mind verifying your address and date of birth? 625 East Monroe Avenue, Alexandria, Virginia 22301, and date of birth is 05/09/80. And then phone number 202-271-5511? Yeah. And email is first initial last name at Gmail? Yes. Okay. And you're wanting to cancel the... everything that you're enrolled into? Yeah. Mm-hmm. Okay. Um, so I know typically cancellations do take about one to two weeks to be processed through payroll. Okay. Um, so you may see one to two more payroll deductions. Um, that's if you're still working with them. If you do, of course, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end. Okay. Yeah, um, last Friday was my last... uh, or today was my last paycheck I got from them, so there will be no more moving forward. Okay. Then, yeah, then like I said, it's only that... I have to disclaim that just in case for those that are currently working, um, with them still. Okay. But if you're not working with them and no longer receiving a paycheck from them, then there's not a way for us to charge you for the coverage either way. Okay. So I, yeah, I wasn't sure if there was gonna be some sort of, like, "Oh, you forgot to pay. Like, now you owe this." I just wanted to make sure it was all, like, canceled and done. Okay. Perfect. Yeah, you might receive a text message, um, just talking about a lapse of coverage. Mm-hmm. And, um, that's just in case you want to make a direct payment for the coverage. But, um, I'll go ahead and- Oh, okay. ... put it in the re- Yeah. I'll go ahead and put in the request to have it canceled for you. Um- Mm-hmm. ... so you should be good to go from here. Okay. Perfect. Thank you. You're welcome. 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: Hi. I'm calling because, um, the freelance assignment that I was on has ended and so I'm no longer going to be needing insurance through Benefits on a Card, and I wanted to go ahead and cancel it.

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

Speaker speaker_2: Creative Circle.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 7605.

Speaker speaker_1: Okay. Uh, and your first and last name?

Speaker speaker_2: Christy Penza.

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

Speaker speaker_2: 625 East Monroe Avenue, Alexandria, Virginia 22301, and date of birth is 05/09/80.

Speaker speaker_1: And then phone number 202-271-5511?

Speaker speaker_2: Yeah.

Speaker speaker_1: And email is first initial last name at Gmail?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you're wanting to cancel the... everything that you're enrolled into?

Speaker speaker_2: Yeah. Mm-hmm.

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

Speaker speaker_2: Okay.

Speaker speaker_1: Um, so you may see one to two more payroll deductions. Um, that's if you're still working with them. If you do, of course, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end.

Speaker speaker_2: Okay. Yeah, um, last Friday was my last... uh, or today was my last paycheck I got from them, so there will be no more moving forward.

Speaker speaker_1: Okay. Then, yeah, then like I said, it's only that... I have to disclaim that just in case for those that are currently working, um, with them still.

Speaker speaker_2: Okay.

Speaker speaker_1: But if you're not working with them and no longer receiving a paycheck from them, then there's not a way for us to charge you for the coverage either way.

Speaker speaker_2: Okay. So I, yeah, I wasn't sure if there was gonna be some sort of, like, "Oh, you forgot to pay. Like, now you owe this." I just wanted to make sure it was all, like, canceled and done. Okay. Perfect.

Speaker speaker_1: Yeah, you might receive a text message, um, just talking about a lapse of coverage.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And, um, that's just in case you want to make a direct payment for the coverage. But, um, I'll go ahead and-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... put it in the re- Yeah. I'll go ahead and put in the request to have it canceled for you. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... so you should be good to go from here.

Speaker speaker_2: Okay. Perfect. Thank you.

Speaker speaker_1: You're welcome. Bye-bye.

Speaker speaker_2: Mm-hmm. Bye.