Transcript: VICTORIA Taylor-6534417144823808-6565470429462528

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? Um, I'm calling because, uh, I had, um, my case manager over, um... well, it's a long story. I, I just was calling just to make sure that my benefits was canceled. My name is Delontay Johnson. Okay. Uh, what's the name of the agency you work through? VGSF. And the last four of your Social? 3190. Okay. And your first and last name again? Delontay Johnson. Okay. Do you mind verifying your address and date of birth? Uh, 1584 80th Ave, Oakland 94621 and 420194. And phone number 408-724-2302? Yeah. And then email is gonna be first name S-U-N-D-I-A-T-A @gmail.com? Yeah. Okay. Um, let's see. It looks like you're enrolled into coverage due to a court order. Yeah. So I had, um, my case manager over the court order, uh, called you guys and got in contact with a person, but, I'ma check the emails. Um, he got in contact with a person, with a female named... Oh, she, he said that he couldn't get in contact with HR so he called corporate at Plano, Texas and emailed the term medical support notice to Suzanne McCoy so, um, in order to cancel it out. So, um, you guys should have got a email and he, he's telling me just to reach out to HR to, uh, make sure that they received it. He's, but he's gonna be in a meeting from 10:00 to 1:30 today. Okay. So we're not your HR department. We haven't received the termination notice just yet. It sounds like it was sent to your employer. Okay, let me, let me call you. Yeah. 'Cause that's- All right, thank you. ... right now, we haven't received the termination notice. Okay. Let me call you. All righty. Do you need help with anything else? No, I don't think so.

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: Um, I'm calling because, uh, I had, um, my case manager over, um... well, it's a long story. I, I just was calling just to make sure that my benefits was canceled. My name is Delontay Johnson.

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

Speaker speaker_2: VGSF.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 3190.

Speaker speaker_1: Okay. And your first and last name again?

Speaker speaker_2: Delontay Johnson.

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

Speaker speaker_2: Uh, 1584 80th Ave, Oakland 94621 and 420194.

Speaker speaker_1: And phone number 408-724-2302?

Speaker speaker_2: Yeah.

Speaker speaker_1: And then email is gonna be first name S-U-N-D-I-A-T-A @gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. Um, let's see. It looks like you're enrolled into coverage due to a court order.

Speaker speaker_2: Yeah. So I had, um, my case manager over the court order, uh, called you guys and got in contact with a person, but, I'ma check the emails. Um, he got in contact with a person, with a female named... Oh, she, he said that he couldn't get in contact with HR so he called corporate at Plano, Texas and emailed the term medical support notice to Suzanne McCoy so, um, in order to cancel it out. So, um, you guys should have got a email and he, he's telling me just to reach out to HR to, uh, make sure that they received it. He's, but he's gonna be in a meeting from 10:00 to 1:30 today.

Speaker speaker_1: Okay. So we're not your HR department. We haven't received the termination notice just yet. It sounds like it was sent to your employer.

Speaker speaker_2: Okay, let me, let me call you.

Speaker speaker_1: Yeah. 'Cause that's-

Speaker speaker_2: All right, thank you.

Speaker speaker_1: ... right now, we haven't received the termination notice.

Speaker speaker_2: Okay. Let me call you.

Speaker speaker_1: All righty. Do you need help with anything else?

Speaker speaker_2: No, I don't think so.