

## **Transcript: VICTORIA**

**Taylor-6563777725808640-5300097629503488**

### **Full Transcript**

Hello? The call may be monitored or recorded for quality assurance purposes. Hello? This is Christopher. Yeah. Hey, Christopher. This is Victoria with Benefits on a Card. Uh- Hi. ... we previously spoke about the, um, insurance through BGS. Yeah. Hey, um, I was just calling you back to let you know we did receive the termination notice, um- Okay. ... and we were able to go ahead and process the cancellation. Um- Awesome. ... now typically, uh, cancellations do take about one to two weeks to be processed through your employer, so you may see one to two more deductions. If you do- Mm-hmm. ... of course it will provide the coverage until the cancellation has been processed. Oh, okay. So what you're saying is most likely it will get deducted out of this check again? There is a possibility you'll see one to two more deductions, yes, sir. Okay. Just because the, the cancellation takes about one to two weeks to be processed through your payroll. Oh my God. Okay. Okay, well there's nothing we can do about that. Yes, sir. Okay. Okay, well thank you. I appreciate it. Yes, sir. You have a wonderful day. You too. Thank you. Thank you. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hello?

Speaker speaker\_1: The call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_2: Hello? This is Christopher.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Hey, Christopher. This is Victoria with Benefits on a Card. Uh-

Speaker speaker\_0: Hi.

Speaker speaker\_2: ... we previously spoke about the, um, insurance through BGS.

Speaker speaker\_0: Yeah.

Speaker speaker\_2: Hey, um, I was just calling you back to let you know we did receive the termination notice, um-

Speaker speaker\_0: Okay.

Speaker speaker\_2: ... and we were able to go ahead and process the cancellation. Um-

Speaker speaker\_0: Awesome.

Speaker speaker\_2: ... now typically, uh, cancellations do take about one to two weeks to be processed through your employer, so you may see one to two more deductions. If you do-

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: ... of course it will provide the coverage until the cancellation has been processed.

Speaker speaker\_0: Oh, okay. So what you're saying is most likely it will get deducted out of this check again?

Speaker speaker\_2: There is a possibility you'll see one to two more deductions, yes, sir.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Just because the, the cancellation takes about one to two weeks to be processed through your payroll.

Speaker speaker\_0: Oh my God. Okay. Okay, well there's nothing we can do about that.

Speaker speaker\_2: Yes, sir.

Speaker speaker\_0: Okay. Okay, well thank you. I appreciate it.

Speaker speaker\_2: Yes, sir. You have a wonderful day.

Speaker speaker\_0: You too. Thank you.

Speaker speaker\_2: Thank you. Bye-bye.