

## **Transcript: VICTORIA**

**Taylor-6667913953198080-6541160878358528**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Victoria. How can I help you? Hi, Victoria. Um, my name is Sarah, and I'm here... I'm at a staffing agency, and I work at the staffing agency. I have a, uh, an external employee here who has Benefits in a Card enrollment, but he would like to go ahead and cancel that since he has secondary insurance. Okay. Um, can I speak to him? Yeah. He's here. He's here with us now. Can you say hi to him? Hello? Yeah. My primary, um, medical service, um, is Medicare. And I, I spoke with them. It's just, it's just not the, just not the insurance, and I just don't need it. So when I... If anything happens, you know, I go to the doctor, a hospital or anything, my primary would be, uh, Medicare. Okay. Um, what's the name of the agency you work for, sir? Service. And the last four of your social? 6446. Okay. You said 6446? Uh-huh. 6446. And your first and last name? Danny Snyder. S-N-I-D-E-R. Okay. Uh, do you mind verifying your address and date of birth? Sure. Do you want my post office box or street number? Um, well, it looks like I have two different ones, but really just... We just need whatever is the best mailing address. Uh, yeah. The mailing address is Post Office Box 952, Rockville, Georgia, 30741 was it. Okay. I'm sorry, what was the ZIP code? 30741. 30741. Okay. And then phone number is 678-500-4220? Uh-huh. That is correct. And then email is Z-I-N, zuzu@gmail.com? That is correct. All right. So I will go ahead and put in a request to have it canceled for you. Um, I know typically, typically cancellations take about one to two weeks to be processed through your payroll department. Uh-huh. So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end. Yes, ma'am. That's fine. And then was there anything else you might need help with? No. No, that's all. I got you today. Everything's squared away. Alrighty. You have a wonderful day. Thank you. Thank you. Bye now. Thank you. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, Victoria. Um, my name is Sarah, and I'm here... I'm at a staffing agency, and I work at the staffing agency. I have a, uh, an external employee here who has Benefits in a Card enrollment, but he would like to go ahead and cancel that since he has secondary insurance.

Speaker speaker\_0: Okay. Um, can I speak to him?

Speaker speaker\_1: Yeah. He's here. He's here with us now. Can you say hi to him?

Speaker speaker\_2: Hello? Yeah. My primary, um, medical service, um, is Medicare. And I, I spoke with them. It's just, it's just not the, just not the insurance, and I just don't need it. So when I... If anything happens, you know, I go to the doctor, a hospital or anything, my primary would be, uh, Medicare.

Speaker speaker\_0: Okay. Um, what's the name of the agency you work for, sir?

Speaker speaker\_2: Service.

Speaker speaker\_0: And the last four of your social?

Speaker speaker\_2: 6446.

Speaker speaker\_0: Okay. You said 6446?

Speaker speaker\_2: Uh-huh. 6446.

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

Speaker speaker\_2: Danny Snyder. S-N-I-D-E-R.

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

Speaker speaker\_2: Sure. Do you want my post office box or street number?

Speaker speaker\_0: Um, well, it looks like I have two different ones, but really just... We just need whatever is the best mailing address.

Speaker speaker\_2: Uh, yeah. The mailing address is Post Office Box 952, Rockville, Georgia, 30741 was it.

Speaker speaker\_0: Okay. I'm sorry, what was the ZIP code?

Speaker speaker\_2: 30741.

Speaker speaker\_0: 30741. Okay. And then phone number is 678-500-4220?

Speaker speaker\_2: Uh-huh. That is correct.

Speaker speaker\_0: And then email is Z-I-N, zuzu@gmail.com?

Speaker speaker\_2: That is correct.

Speaker speaker\_0: All right. So I will go ahead and put in a request to have it canceled for you. Um, I know typically, typically cancellations take about one to two weeks to be processed through your payroll department.

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: So you may see one to two more payroll deductions. If you do, it will provide the coverage you're paying for until, uh, payroll has processed the cancellation on their end.

Speaker speaker\_2: Yes, ma'am. That's fine.

Speaker speaker\_0: And then was there anything else you might need help with?

Speaker speaker\_2: No. No, that's all. I got you today. Everything's squared away.

Speaker speaker\_0: Alrighty. You have a wonderful day.

Speaker speaker\_2: Thank you. Thank you. Bye now.

Speaker speaker\_0: Thank you. Bye-bye.