

Transcript: VICTORIA

Taylor-6668049049403392-5191189983608832

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello, is this ... Thank you for calling . Hi, how are you? This is Victoria. How can I help you? Yeah, eh, it's my name Hadith. Elmi- Okay. ... my last name Elmi. I have insurance of medicals, um, I need to cancel. What's the name of the agency you work for? Doh- Dohart. Doherty? Yes, Doherty's that. Doherty, yes. And the last four of your social? Uh, zero-six-five-three. Okay. And, uh, your first and last name again? Hadith, first name and last name Elmi. Okay. Do you mind verifying your address and date of birth? My address two oh four two six five FNU and 90 West John Bar above. Uh, date of birth October 15th, 1977. And then, uh, phone number is 507-350-2737. Yes. And email is gonna be S-U-G-U-L-E 225@gmail.com? Yes. Okay. So you're wanting to cancel everything you're enrolled into? Yes. Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. You may see one to two more payroll deductions. Mm-hmm. If you do, it will provide the coverage you're paying for until the cancellation has been processed. So hi, I'm gonna try- Uh, some of my brother and his wife's near for me and some language is hard for me just they went 100 meters later. You want me to speak with your brother? Yes. Okay. Yeah, speak. Hi, how's it going? Hi. Um, so I was just letting him know that cancellations take about one to two weeks to be processed through his payroll. So he may see one to two more payroll deductions. If he does, it will provide the coverage he's paying for until the cancellation has been processed. So do, do you guys typically deduct from his paycheck? Is it every week or every other week or what's, uh, how much, h- what's the weekly? It's weekly. It's \$24.04. So he might look up, uh, maybe, like, \$48 and may- maybe, like, \$49 within the next two payments then before the cancellation actually ha- occurs? Well, no, uh, the payment is weekly and it's \$24.04, so he may see one to two more payroll deductions. I believe what you mean. Right, but I'm saying, like, since you're saying one to two weeks that he might take, uh, or one to two deductions. So that maybe, uh, add up to equivalent to maybe \$50 before the actual cancel, uh, the plan has been canceled, correct? Yeah, I mean, I, I don't know the specific amount because it could stop next week, it could stop the following week. So he pays, w- in total what he pays a week for the coverage is \$24.04. He may see one more deduction of that or two more deductions. Before he actually cancels? Yes. Okay. . And ... so he gonna put it as a process that he wants to be canceled effective today. Yeah, so again, it would not be effective as of today because it takes one to two weeks for the cancellation to be processed through payroll. But I did put in the request to have it canceled. Yes. I meant the, the request to be canceled, uh, uh, as of today. Yes. I have already submitted that request. Okay. On, on the day today. Up to us. Are you doing it or not? All right, sounds good. Thank you for your time. As-salamu alaykum. Yeah, have a, have a good day. Thank you, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hello, is this ...

Speaker speaker_2: Thank you for calling .

Speaker speaker_3: Hi, how are you?

Speaker speaker_0: This is Victoria. How can I help you?

Speaker speaker_3: Yeah, eh, it's my name Hadith. Elmi-

Speaker speaker_2: Okay.

Speaker speaker_3: ... my last name Elmi. I have insurance of medicals, um, I need to cancel.

Speaker speaker_2: What's the name of the agency you work for?

Speaker speaker_3: Doh- Dohart.

Speaker speaker_2: Doherty?

Speaker speaker_1: Yes, Doherty's that.

Speaker speaker_3: Doherty, yes.

Speaker speaker_2: And the last four of your social?

Speaker speaker_3: Uh, zero-six-five-three.

Speaker speaker_2: Okay. And, uh, your first and last name again?

Speaker speaker_3: Hadith, first name and last name Elmi.

Speaker speaker_2: Okay. Do you mind verifying your address and date of birth?

Speaker speaker_3: My address two oh four two six five FNU and 90 West John Bar above.
Uh, date of birth October 15th, 1977.

Speaker speaker_2: And then, uh, phone number is 507-350-2737.

Speaker speaker_3: Yes.

Speaker speaker_2: And email is gonna be S-U-G-U-L-E 225@gmail.com?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. So you're wanting to cancel everything you're enrolled into?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay. Um, so cancellations typically take about one to two weeks to be processed through your payroll. You may see one to two more payroll deductions.

Speaker speaker_3: Mm-hmm.

Speaker speaker_2: If you do, it will provide the coverage you're paying for until the cancellation has been processed.

Speaker speaker_1: So hi, I'm gonna try-

Speaker speaker_3: Uh, some of my brother and his wife's near for me and some language is hard for me just they went 100 meters later.

Speaker speaker_2: You want me to speak with your brother?

Speaker speaker_3: Yes.

Speaker speaker_2: Okay.

Speaker speaker_3: Yeah, speak.

Speaker speaker_1: Hi, how's it going?

Speaker speaker_2: Hi. Um, so I was just letting him know that cancellations take about one to two weeks to be processed through his payroll. So he may see one to two more payroll deductions. If he does, it will provide the coverage he's paying for until the cancellation has been processed.

Speaker speaker_1: So do, do you guys typically deduct from his paycheck? Is it every week or every other week or what's, uh, how much, h- what's the weekly?

Speaker speaker_2: It's weekly. It's \$24.04.

Speaker speaker_1: So he might look up, uh, maybe, like, \$48 and may- maybe, like, \$49 within the next two payments then before the cancellation actually ha- occurs?

Speaker speaker_2: Well, no, uh, the payment is weekly and it's \$24.04, so he may see one to two more payroll deductions.

Speaker speaker_3: I believe what you mean.

Speaker speaker_1: Right, but I'm saying, like, since you're saying one to two weeks that he might take, uh, or one to two deductions. So that maybe, uh, add up to equivalent to maybe \$50 before the actual cancel, uh, the plan has been canceled, correct?

Speaker speaker_2: Yeah, I mean, I, I don't know the specific amount because it could stop next week, it could stop the following week. So he pays, w- in total what he pays a week for the coverage is \$24.04. He may see one more deduction of that or two more deductions.

Speaker speaker_1: Before he actually cancels?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. .

Speaker speaker_3: And ... so he gonna put it as a process that he wants to be canceled effective today.

Speaker speaker_2: Yeah, so again, it would not be effective as of today because it takes one to two weeks for the cancellation to be processed through payroll.

Speaker speaker_1: But I did put in the request to have it canceled. Yes. I meant the, the request to be canceled, uh, uh, as of today.

Speaker speaker_2: Yes. I have already submitted that request.

Speaker speaker_1: Okay. On, on the day today.

Speaker speaker_3: Up to us. Are you doing it or not?

Speaker speaker_1: All right, sounds good. Thank you for your time. As-salamu alaykum.

Speaker speaker_2: Yeah, have a, have a good day.

Speaker speaker_1: Thank you, you too.