

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and what I speak English? This is Michael Haney. And how can I assist you? Um, yeah, I, I think I enrolled... um, made an account and I'd just like to, uh... 'cause I'm tryna figure out where, where the money's been taken from my- out of my, uh, check. And that it was like \$18 or something for medical benefits, and I was just wondering if it was through you guys or if it was from somebody else. Um, I can definitely take a look for you. What's the name of the staff agency you work for? Uh, Via Integrity. And the last four digits of your Social? 6456. And then you can confirm your address and date of birth. 1033 East Washington, um, 03287. And what's the city and state? Indianapolis, Indiana. Can I have your phon- your email address as michaelheaney1975@gmail.com? Yeah. And what's your phone number? Uh, 317-551-1549. You may have another phone number of mine on file, I don't know. So we didn't have a phone number at all on file, so I went ahead and put the one you just provided to me. Um. You are currently enrolled in the MEC Tell RX plan. Did you want me to cancel that? Yeah. Was... Well, how much money... Was that the money that was being taken out of my check for that? Um, so you do have a deduction on your check for, for this plan. It's of \$17.96. Yeah, I'd like to go ahead and just cancel that. Okay. Cancellations take one to two weeks to process, so you may see one or two more deductions, but then most of you too. All right. Do you have any questions? No, that'd be it. Thank you. Thank you so much for calling. You have a great day. All right.

Conversation Format

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

Speaker speaker_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does and what I speak English?

Speaker speaker_2: This is Michael Haney.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yeah, I, I think I enrolled... um, made an account and I'd just like to, uh... 'cause I'm tryna figure out where, where the money's been taken from my- out of my, uh, check. And that it was like \$18 or something for medical benefits, and I was just wondering if it was through you guys or if it was from somebody else.

Speaker speaker_1: Um, I can definitely take a look for you. What's the name of the staff agency you work for?

Speaker speaker_2: Uh, Via Integrity.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 6456.

Speaker speaker_1: And then you can confirm your address and date of birth.

Speaker speaker_2: 1033 East Washington, um, 03287.

Speaker speaker_1: And what's the city and state?

Speaker speaker_2: Indianapolis, Indiana.

Speaker speaker_1: Can I have your phon- your email address as michaelheaney1975@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: And what's your phone number?

Speaker speaker_2: Uh, 317-551-1549. You may have another phone number of mine on file, I don't know.

Speaker speaker_1: So we didn't have a phone number at all on file, so I went ahead and put the one you just provided to me.

Speaker speaker_2: Um.

Speaker speaker_1: You are currently enrolled in the MEC Tell RX plan. Did you want me to cancel that?

Speaker speaker_2: Yeah. Was... Well, how much money... Was that the money that was being taken out of my check for that?

Speaker speaker_1: Um, so you do have a deduction on your check for, for this plan. It's of \$17.96.

Speaker speaker_2: Yeah, I'd like to go ahead and just cancel that.

Speaker speaker_1: Okay. Cancellations take one to two weeks to process, so you may see one or two more deductions, but then most of you too.

Speaker speaker_2: All right.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, that'd be it. Thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: All right.