

## Transcript: Pearl

**Rojas-4859977587671040-6393644038406144**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Mac Haywood. And how can I assist you? I work with... Yes, I work with Temp Staff and I was calling to decline the insurance. All righty. Bear with me one moment. Okay, so Temp Staff doesn't have, have auto enrollment, so if you don't want the insurance, you simply don't fill out the form. Okay. Well, they just told me I had to call this number to decline it. If you like, I can, I can open your account and decline you, but like I was saying, there's no auto enrollment. Um, give me one moment. Temp Staff. What are the last four digits of your Social? 7197. All righty. And your address and date of birth? Address, 3008 Lakewood Drive, Jackson, Mississippi 39212, 1162. Okay. Now, your phone number at 601-965-6751? Yes. And now your email address is machaywood365@gmail.com? This is... Repeat that? Mac... Your email address is machaywood365@gmail.com? Yes. All righty. So taking a look here, you're actually already enrolled. You've been enrolled for a couple weeks now. Um, I can cancel the coverage for you. Is that something you want to do today? Well, I've, I've been working with Temp Staff for over six months. Uh, it was like this was something new. So like you- Uh- ... what happened is that your staffing agency has, uh, trans-... Uh, transitioned to a new administrator. We are the new administrators for your staffing agency, so that's probably why you're getting more, um, information about the coverage again. Your coverage was sent to us from the agency, so it looks like you had coverage with your previous, with the previous administrators or the previous carriers. Mm-hmm. Um, but like I said, I can cancel if you no longer want it. Okay. Could you, uh... Ah. Is it... Could you tell me how much it is or, or what is, what's included in it? 'Cause I don't remember. So you've, you've... Yeah. No worries. You have been, uh, you were enrolled in the VIP Standard, which is your medical, short-term disability and term life. And those three, the weekly deduction for those three, your weekly deduction was \$23.56. For those three all together? Correct. Okay. Well, you can... If that's... If that's all it is, just keep it. Just 23- Okay. I'm gonna keep that. Only 23? Yeah. If it's only 23 all together, then that's fine. I'll keep it. All righty. Is there anything else I can assist you with today? No, that's it. Okay. Thank you so much for calling. You have a great day. All right. Thank you. Thanks for all your help. No problem. Have a good day. You too. Have a good evening.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: My name is Mac Haywood.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I work with... Yes, I work with Temp Staff and I was calling to decline the insurance.

Speaker speaker\_0: All righty. Bear with me one moment. Okay, so Temp Staff doesn't have, have auto enrollment, so if you don't want the insurance, you simply don't fill out the form.

Speaker speaker\_1: Okay. Well, they just told me I had to call this number to decline it.

Speaker speaker\_0: If you like, I can, I can open your account and decline you, but like I was saying, there's no auto enrollment. Um, give me one moment. Temp Staff. What are the last four digits of your Social?

Speaker speaker\_1: 7197.

Speaker speaker\_0: All righty. And your address and date of birth?

Speaker speaker\_1: Address, 3008 Lakewood Drive, Jackson, Mississippi 39212, 1162.

Speaker speaker\_0: Okay. Now, your phone number at 601-965-6751?

Speaker speaker\_1: Yes.

Speaker speaker\_0: And now your email address is machaywood365@gmail.com?

Speaker speaker\_1: This is... Repeat that?

Speaker speaker\_0: Mac... Your email address is machaywood365@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. So taking a look here, you're actually already enrolled. You've been enrolled for a couple weeks now. Um, I can cancel the coverage for you. Is that something you want to do today?

Speaker speaker\_1: Well, I've, I've been working with Temp Staff for over six months. Uh, it was like this was something new.

Speaker speaker\_0: So like you-

Speaker speaker\_1: Uh-

Speaker speaker\_0: ... what happened is that your staffing agency has, uh, trans-... Uh, transitioned to a new administrator. We are the new administrators for your staffing agency, so that's probably why you're getting more, um, information about the coverage again. Your coverage was sent to us from the agency, so it looks like you had coverage with your previous, with the previous administrators or the previous carriers.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Um, but like I said, I can cancel if you no longer want it.

Speaker speaker\_1: Okay. Could you, uh... Ah. Is it... Could you tell me how much it is or, or what is, what's included in it? 'Cause I don't remember.

Speaker speaker\_0: So you've, you've... Yeah. No worries. You have been, uh, you were enrolled in the VIP Standard, which is your medical, short-term disability and term life. And those three, the weekly deduction for those three, your weekly deduction was \$23.56.

Speaker speaker\_1: For those three all together?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Well, you can... If that's... If that's all it is, just keep it. Just 23-

Speaker speaker\_0: Okay. I'm gonna keep that.

Speaker speaker\_1: Only 23? Yeah. If it's only 23 all together, then that's fine. I'll keep it.

Speaker speaker\_0: All righty. Is there anything else I can assist you with today?

Speaker speaker\_1: No, that's it.

Speaker speaker\_0: Okay. Thank you so much for calling. You have a great day.

Speaker speaker\_1: All right. Thank you. Thanks for all your help.

Speaker speaker\_0: No problem. Have a good day.

Speaker speaker\_1: You too. Have a good evening.