

Transcript: Pearl

Rojas-5585512172929024-5380434933628928

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak with? Melissa, this is Melissa. How can I assist you? Um, I just wanted to call for information purposes. Um, I just went through a bunch of hoops. I spent pretty much all morning on the phone, spoken to nine individuals including yourself all to find out that my insurance is not covering anything, nothing at all. Um, it was actually so bad that I did not even know that I had an insurance card, that it's never been mailed out to me. Um, they didn't, I, it, it didn't cover anything. Uh, I literally called M- MultiPlan. I called, uh, 90 Degrees. I called Benefits in a Card. I've spoken to, uh, APL. I've spoken to damn near every single body and I have no coverage even though I've paid thousands of dollars for this insurance. Um, I was wondering, I know my, my, um, my contract is set to expire sometime in April. Um, but I was curious, uh, if I were to cancel the insurance, uh, let's say hypothetically if I called... If I were to obtain a different insurance, um, and I were to, like, go and get insurance through something else, um, how quickly can I... W- well, let's say if I found something else and I wanted to, like, cancel my insurance to Benefits in a Card, um, what, how quickly does that become effective? It takes one to two weeks to process. It takes one to two weeks to process. Do I have to prove anything to you? Do I have to show you anything? No, ma'am. Simply call 811. And my insurance will be removed from it? Yes, ma'am. All right. Thank you so much. No problem. Thank you so much for calling. Have a good day.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who would I like to speak with?

Speaker speaker_1: Melissa, this is Melissa.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Um, I just wanted to call for information purposes. Um, I just went through a bunch of hoops. I spent pretty much all morning on the phone, spoken to nine individuals including yourself all to find out that my insurance is not covering anything, nothing at all. Um, it was actually so bad that I did not even know that I had an insurance card, that it's never been mailed out to me. Um, they didn't, I, it, it didn't cover anything. Uh, I literally called M- MultiPlan. I called, uh, 90 Degrees. I called Benefits in a Card. I've spoken to, uh, APL. I've spoken to damn near every single body and I have no coverage even though I've paid thousands of dollars for this insurance. Um, I was wondering, I know my, my, um, my contract

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Speaker speaker_0: It takes one to two weeks to process.

Speaker speaker_1: It takes one to two weeks to process. Do I have to prove anything to you? Do I have to show you anything?

Speaker speaker_0: No, ma'am. Simply call 811.

Speaker speaker_1: And my insurance will be removed from it?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: All right. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. Have a good day.