

Transcript: Pearl

Rojas-5817031097532416-6653855948816384

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who. Who the hell am I speaking with? Alexis. And how can I assist you? I need to cancel my insurance. All righty. And what's the la- what's the name of the staffing agency you work for? Uh, Hydro Gear. Um, the name of the- Innov- ... individual plot? Uh, Innovative Sta- Staffing Solutions. Okay. And the last four digits of your social? 1524. All righty. Can you verify your address and date of birth? 458 South Seminary Street, Madisonville, Kentucky, 42431, 11496. All righty. Now, your phone number as 270-625-4018? Yes. Can I have your email address? It says alexis.martin158@gmail.com? Yes. All right. And you said you wanted to cancel your coverage? Yes. And you want to cancel everything altogether, correct? Uh, I want to cancel health. Could you tell me what the hold on the plan real quick? Okay. So you are... Give me one second. You're enrolled in medical, dental, vision, and group accident. Cancel medical. Uh... And what... Can you tell me what group accident covers? So group accident is additional coverage to your medical. Okay. Cancel that too. Okay. So you just want to keep dental and vision? Yeah. Um, could you tell me if my dentist is actually in network? Um, I, I can't, but I can definitely give you a number, um, so they, they can verify for you. Oh, it's okay. I'll just send my card over to my dentist. It's all right. Thank you. All right. So it brings your weekly deductions down to \$5.37. Okay. Yeah, it will take one to two weeks for the staffing agency to adjust those deductions. Um, do you have any questions? Uh, no. Thank you. No problem. Thank you so much for calling. You have a great day. Okay. Thank you so much.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Who. Who the hell am I speaking with?

Speaker speaker_2: Alexis.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I need to cancel my insurance.

Speaker speaker_1: All righty. And what's the la- what's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Hydro Gear.

Speaker speaker_1: Um, the name of the-

Speaker speaker_2: Innov-

Speaker speaker_1: ... individual plot?

Speaker speaker_2: Uh, Innovative Sta- Staffing Solutions.

Speaker speaker_1: Okay. And the last four digits of your social?

Speaker speaker_2: 1524.

Speaker speaker_1: All righty. Can you verify your address and date of birth?

Speaker speaker_2: 458 South Seminary Street, Madisonville, Kentucky, 42431, 11496.

Speaker speaker_1: All righty. Now, your phone number as 270-625-4018?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address? It says alexis.martin158@gmail.com? Yes. All right. And you said you wanted to cancel your coverage?

Speaker speaker_2: Yes.

Speaker speaker_1: And you want to cancel everything altogether, correct?

Speaker speaker_2: Uh, I want to cancel health. Could you tell me what the hold on the plan real quick?

Speaker speaker_1: Okay. So you are... Give me one second. You're enrolled in medical, dental, vision, and group accident.

Speaker speaker_2: Cancel medical. Uh... And what... Can you tell me what group accident covers?

Speaker speaker_1: So group accident is additional coverage to your medical.

Speaker speaker_2: Okay. Cancel that too.

Speaker speaker_1: Okay. So you just want to keep dental and vision?

Speaker speaker_2: Yeah. Um, could you tell me if my dentist is actually in network?

Speaker speaker_1: Um, I, I can't, but I can definitely give you a number, um, so they, they can verify for you.

Speaker speaker_2: Oh, it's okay. I'll just send my card over to my dentist. It's all right. Thank you.

Speaker speaker_1: All right. So it brings your weekly deductions down to \$5.37.

Speaker speaker_2: Okay.

Speaker speaker_1: Yeah, it will take one to two weeks for the staffing agency to adjust those deductions. Um, do you have any questions?

Speaker speaker_2: Uh, no. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: Okay. Thank you so much.