

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits In A Card. My name is Pearl. Who do I have the pleasure of speaking with? Yes, my name is Paul Young. And how can I assist you, Mr. Young? Yeah, so, um, I'm recently enrolled with that, your Surge Staffing agency, uh, and I have my own, um, healthcare plan so I don't need to enroll in this. So I want to make sure it's canceled or not started. Okay. What are the last four digits of your Social? 1254. All right. And your address and date of birth? 1901 County Road 59, and that's Caledonia, Ohio, 10269. Okay. And I have your phone number as 740-262-3941? Correct. And I have you email address as pyoung233@yahoo.com? Also correct. All righty. And you said you don't want the coverage, correct? Correct. All righty. You did have a pending enrollment. All righty. So it looks like that hadn't been sent out yet. Let me go ahead and decline that auto-enrollment. All righty. So went and got you opted out. You shouldn't see any deductions. If anything, uh, at most it'll be one or two, but you shouldn't see any at all. Right. Would they replenish that if so, or how does that work? Um, it wouldn't. You shouldn't see any deductions because it, it hadn't been sent yet. The file, um, for the enrollment hadn't been sent yet. So you, you shouldn't see any deductions at all. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. Thank you. Take care.

Conversation Format

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

Speaker speaker_1: 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_2: Yes, my name is Paul Young.

Speaker speaker_1: And how can I assist you, Mr. Young?

Speaker speaker_2: Yeah, so, um, I'm recently enrolled with that, your Surge Staffing agency, uh, and I have my own, um, healthcare plan so I don't need to enroll in this. So I want to make sure it's canceled or not started.

Speaker speaker_1: Okay. What are the last four digits of your Social?

Speaker speaker_2: 1254.

Speaker speaker_1: All right. And your address and date of birth?

Speaker speaker_2: 1901 County Road 59, and that's Caledonia, Ohio, 10269.

Speaker speaker_1: Okay. And I have your phone number as 740-262-3941?

Speaker speaker_2: Correct.

Speaker speaker_1: And I have you email address as pyoung233@yahoo.com?

Speaker speaker_2: Also correct.

Speaker speaker_1: All righty. And you said you don't want the coverage, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. You did have a pending enrollment. All righty. So it looks like that hadn't been sent out yet. Let me go ahead and decline that auto-enrollment. All righty. So went and got you opted out. You shouldn't see any deductions. If anything, uh, at most it'll be one or two, but you shouldn't see any at all.

Speaker speaker_2: Right. Would they replenish that if so, or how does that work?

Speaker speaker_1: Um, it wouldn't. You shouldn't see any deductions because it, it hadn't been sent yet. The file, um, for the enrollment hadn't been sent yet. So you, you shouldn't see any deductions at all.

Speaker speaker_2: Okay. Thank you.

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

Speaker speaker_2: Thank you. Take care.