

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... You want Benefits in a card, my name is Pearl ... you're speaking with. Oh, you're still on the phone? And how can I assist you? Yes, um, I was with... I am with BG Staffing and, um, I originally signed up for benefits when I first signed up with them, but I'm only working a couple or a few weeks with them and they did take out for insurance, but I'm starting my new job next week so I needed to cancel my insurance, like you guys have. Okay, what are the last four digits of your social? 1061. All righty, and your address and date of birth? Uh, the address you have on file, um, they may not have changed it, was 9931 Hyatt Resort Drive, Apartment 1324, San Antonio, Texas 78251. Uh, date of birth- And your insurance number? ... is from the 6th, 1981. All righty, and I have your phone number as 210-438-2299? Yes, ma'am. And, uh, you said you would like to, to cancel, correct? Yeah. Um, my new job started- All right, ... by next week, so. Okay, ... one to two weeks to process so it's possible you see one or two more deductions, but at most it'd be two. I'm sorry? Cancellations take one to two weeks to process so it's possible you see one or two more deductions, but at most it'd be two. Okay. And then do I use the services then, or how do I get- Yep, you'll have- ... the insurance information? Um, let's see. So you became active- Okay. ... last week and you didn't receive your dental card in the mail? No, I haven't received anything in the mail. That's what they said I would receive. I haven't received anything in the mail. Okay, bear with me one moment. Let me go ahead and take a look and see if virtual copies are ready and I can send them to you via email. So, when is dinner? Is it open? Yeah, if you could email those to me. Of course, bear with me one moment, let me just make sure they're available. I mean, I got billed before I even got any of the information. That's your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay? Okay. And, uh, since I'm canceling- Yeah. ... how long are there benefits available since I've already paid? Do you know? So, for right now, you're active until the 17th of this month. If they make the deduction this week, you'll be active until the 24th. But you have to wait and see, make, to see if they make that deduction. Okay. All right. That's everything. All right, thank you so much for calling. You have a great day. Thanks, you too.

Conversation Format

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

Speaker speaker_1: ... You want Benefits in a card, my name is Pearl ... you're speaking with.

Speaker speaker_2: Oh, you're still on the phone?

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes, um, I was with... I am with BG Staffing and, um, I originally signed up for benefits when I first signed up with them, but I'm only working a couple or a few weeks with them and they did take out for insurance, but I'm starting my new job next week so I needed to cancel my insurance, like you guys have.

Speaker speaker_1: Okay, what are the last four digits of your social?

Speaker speaker_2: 1061.

Speaker speaker_1: All righty, and your address and date of birth?

Speaker speaker_2: Uh, the address you have on file, um, they may not have changed it, was 9931 Hyatt Resort Drive, Apartment 1324, San Antonio, Texas 78251. Uh, date of birth-

Speaker speaker_1: And your insurance number?

Speaker speaker_2: ... is from the 6th, 1981.

Speaker speaker_1: All righty, and I have your phone number as 210-438-2299?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And, uh, you said you would like to, to cancel, correct?

Speaker speaker_2: Yeah. Um, my new job started-

Speaker speaker_1: All right, ... by next week, so. Okay, ... one to two weeks to process so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_2: I'm sorry?

Speaker speaker_1: Cancellations take one to two weeks to process so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_2: Okay. And then do I use the services then, or how do I get-

Speaker speaker_1: Yep, you'll have-

Speaker speaker_2: ... the insurance information?

Speaker speaker_1: Um, let's see. So you became active-

Speaker speaker_2: Okay.

Speaker speaker_1: ... last week and you didn't receive your dental card in the mail?

Speaker speaker_2: No, I haven't received anything in the mail. That's what they said I would receive. I haven't received anything in the mail.

Speaker speaker_1: Okay, bear with me one moment. Let me go ahead and take a look and see if virtual copies are ready and I can send them to you via email.

Speaker speaker_3: So, when is dinner?

Speaker speaker_2: Is it open? Yeah, if you could email those to me.

Speaker speaker_1: Of course, bear with me one moment, let me just make sure they're available.

Speaker speaker_2: I mean, I got billed before I even got any of the information.

Speaker speaker_1: That's your email. They're gonna come from info@benefitsinacard.com. They should go to your inbox. If you don't see them in your inbox, try your spam or junk folder. Okay?

Speaker speaker_2: Okay. And, uh, since I'm canceling-

Speaker speaker_1: Yeah.

Speaker speaker_2: ... how long are there benefits available since I've already paid? Do you know?

Speaker speaker_1: So, for right now, you're active until the 17th of this month. If they make the deduction this week, you'll be active until the 24th. But you have to wait and see, make, to see if they make that deduction.

Speaker speaker_2: Okay. All right. That's everything.

Speaker speaker_1: All right, thank you so much for calling. You have a great day.

Speaker speaker_2: Thanks, you too.