

Transcript: Pearl

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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 Ho, and I would like to speak to you with. Uh, how you doing, uh, this morning, Miss Pearl? Hey, good morning. You have the pleasure of speaking to Michael Glover. And how can I assist you? Uh, I was just calling because, um, I s- I spoke to Surge Staffing in, uh, Opelika, or well, Opelika, Alabama and I was asking them about, um, something that was on, uh, my check stub. So they told me about the insurance so I was like, "Well..." 'cause I was like, "I already have insurance." So I was just calling you guys to, uh, notify you guys and let y'all know that, um, I w- I wouldn't need the insurance 'cause I already have insurance. So it's like- Okay. ... um- What are the last- Yes. Yes, ma'am. Yes, no worries. I can definitely get that declined for you. What is the last four digits of your social? It's, uh, 7216. 7216. I see. Hmm. 7216. Mm-kay. And if you can verify your address and date of birth. Hmm. Okay, I can. Uh, the- the address... Good morning, good morning. All right, the address is 233 West Lester, L-E-S-T-E-R, Lester Street. And then it's 316-, I mean, 31719 is the ZIP code. Okay. And what is the state? Okay, the state is, um, it's- it's Sumter County. So it's Americus, Georgia. Okay. Did you get it? Americus, Georgia. Okay. I'm- I'm so sorry. You- you- you talking and, you know I just love to talk, so I- I... Let me slow down and let you finish. I'm sorry. Now you're fine. Your date of birth? It's 3/19/1973. Okay. Can I have your phone number as 262-752-6880? Yes, correct. Yes, ma'am. Can I have your email address as gloverm175@gmail.com? Yes, ma'am. It's gloverm... Yes, ma'am. And you said you wanted to cancel, correct? Yes, ma'am. All righty. 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. Okay. Um, b- but I wanted to ask too if, um, uh, the near future if I did want it back, with you guys, I can always call you and get it back added on even- even though I actually did it? Go ahead. So you would either have to wait until company open enrollment which is August of next year- Okay. ... or get a, um, a qualified life event which is something like marriage, divorce, um, birth of a child- Mm-hmm. ... adoption of a child, um, loss, involuntary loss of coverage elsewhere, then we can possibly get you enrolled outside of that timeframe in August. Um, but if not, it would be in August. Okay. Okay. I just wanted to ask. Um, and- and- and- and I wanted to say too, don't- don't let it get you, girl. Make sure you fight it, 'cause that's what I've been doing. I'm feeling a lot better. Uh, last two days I been, you know, runny nose, st- you know, stuffy nose, scratchy throat, so I- I been, you know, I been taking what I need to take to- to get over it, 'cause the weather, it's been changing so much. It's been raining a lot, cold, hot. So you know, I'm fighting it. So I'm getting better. Yeah. That's good to hear. Yeah. Yes, ma'am. It sure is. I- I- I... I'm- I'm just trying to do everything I can. I'm not a homebody. I love work. I love being on the job. If I was at home I'd probably be miserable. So I'm gonna- That's me. ... get me s-... Yes, ma'am. I'm finna get me something

hot to drink. I always drink a, it's- it's a, a breakfast, sorta like a- like a hot chocolate or something like cocoa. But it's a breakfast, it's good for you. Um, it's, you know, it has... It's the little powder that you put, you can either put it in milk or water. I always drink one of those every morning to take my vitamins, so that's what I'm finna do now. All right. I'm gonna go ahead and do that. but thank you so much. All righty. Well, have a great day. No problem. And you too, and happy holidays to each and every o- one of y- you guys. I- I... You know, thank you for- for this. See you at work. And... All right. Mm-kay.

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 Ho, and I would like to speak to you with.

Speaker speaker_2: Uh, how you doing, uh, this morning, Miss Pearl? Hey, good morning. You have the pleasure of speaking to Michael Glover.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, I was just calling because, um, I s- I spoke to Surge Staffing in, uh, Opelika, or well, Opelika, Alabama and I was asking them about, um, something that was on, uh, my check stub. So they told me about the insurance so I was like, "Well..." 'cause I was like, "I already have insurance." So I was just calling you guys to, uh, notify you guys and let y'all know that, um, I w- I wouldn't need the insurance 'cause I already have insurance. So it's like-

Speaker speaker_1: Okay.

Speaker speaker_2: ... um-

Speaker speaker_1: What are the last-

Speaker speaker_2: Yes. Yes, ma'am.

Speaker speaker_1: Yes, no worries. I can definitely get that declined for you. What is the last four digits of your social?

Speaker speaker_2: It's, uh, 7216. 7216.

Speaker speaker_1: I see. Hmm. 7216.

Speaker speaker_2: Mm-kay.

Speaker speaker_1: And if you can verify your address and date of birth. Hmm.

Speaker speaker_2: Okay, I can. Uh, the- the address... Good morning, good morning. All right, the address is 233 West Lester, L-E-S-T-E-R, Lester Street. And then it's 316-, I mean, 31719 is the ZIP code.

Speaker speaker_1: Okay. And what is the state?

Speaker speaker_2: Okay, the state is, um, it's- it's Sumter County. So it's Americus, Georgia.

Speaker speaker_1: Okay.

Speaker speaker_3: Did you get it?

Speaker speaker_2: Americus, Georgia. Okay. I'm- I'm so sorry. You- you- you talking and, you know I just love to talk, so I- I... Let me slow down and let you finish. I'm sorry.

Speaker speaker_1: Now you're fine. Your date of birth?

Speaker speaker_2: It's 3/19/1973.

Speaker speaker_1: Okay. Can I have your phone number as 262-752-6880?

Speaker speaker_2: Yes, correct. Yes, ma'am.

Speaker speaker_1: Can I have your email address as gloverm175@gmail.com?

Speaker speaker_2: Yes, ma'am. It's gloverm... Yes, ma'am.

Speaker speaker_1: And you said you wanted to cancel, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. 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. Okay. Um, b- but I wanted to ask too if, um, uh, the near future if I did want it back, with you guys, I can always call you and get it back added on even- even though I actually did it?

Speaker speaker_1: Go ahead. So you would either have to wait until company open enrollment which is August of next year-

Speaker speaker_2: Okay.

Speaker speaker_1: ... or get a, um, a qualified life event which is something like marriage, divorce, um, birth of a child-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... adoption of a child, um, loss, involuntary loss of coverage elsewhere, then we can possibly get you enrolled outside of that timeframe in August. Um, but if not, it would be in August.

Speaker speaker_2: Okay. Okay. I just wanted to ask. Um, and- and- and- and I wanted to say too, don't- don't let it get you, girl. Make sure you fight it, 'cause that's what I've been doing. I'm feeling a lot better. Uh, last two days I been, you know, runny nose, st- you know, stuffy nose, scratchy throat, so I- I been, you know, I been taking what I need to take to- to get over it, 'cause the weather, it's been changing so much. It's been raining a lot, cold, hot. So you know, I'm fighting it. So I'm getting better.

Speaker speaker_1: Yeah. That's good to hear.

Speaker speaker_2: Yeah. Yes, ma'am. It sure is. I- I- I... I'm- I'm just trying to do everything I can. I'm not a homebody. I love work. I love being on the job. If I was at home I'd probably be miserable. So I'm gonna-

Speaker speaker_1: That's me.

Speaker speaker_2: ... get me s-... Yes, ma'am. I'm finna get me something hot to drink. I always drink a, it's- it's a, a breakfast, sorta like a- like a hot chocolate or something like cocoa. But it's a breakfast, it's good for you. Um, it's, you know, it has... It's the little powder that you put, you can either put it in milk or water. I always drink one of those every morning to take my vitamins, so that's what I'm finna do now.

Speaker speaker_1: All right.

Speaker speaker_2: I'm gonna go ahead and do that. but thank you so much.

Speaker speaker_1: All righty. Well, have a great day. No problem.

Speaker speaker_2: And you too, and happy holidays to each and every o- one of y- you guys. I- I... You know, thank you for- for this.

Speaker speaker_1: See you at work.

Speaker speaker_2: And... All right. Mm-kay.