

Transcript: Pearl

Rojas-6280091613052928-4523682722529280

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 am I pleasure speaking with? Hi, Pearl. This is Joe Stokley. And how can I assist you? Okay. I've been calling for the past five weeks now, trying to find out when open enrollment is. Can you tell me? What's the name of the company do you work for? MAU. Okay, bear with me one moment. MAU's open enrollment is actually this month until the 30th, uh, the 30th of January. Okay, so I can do what I need to do right now? Correct. Okay. I want to cancel any and all deductions coming out of my check. Insurance, medi- any medical, vision, dental, everything. Okay. What are the last four digits of your Social? 6276. And you can confirm your address and date of birth? Absolutely. Date of birth is 4/2/1963. Address is 3927 Richardson Road, Apartment 30, Independence, Kentucky 41051. All righty. Now your phone number is 513-669-6246? That's correct. And I have your email address as joestokum? joestokely@gmail.com. And you said you wanted to cancel all your coverage together, correct? Correct. Everything. 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, thank you. Thank you so much for calling. Have a great day. You too. Thank you. Bye. Bye-bye.

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 am I pleasure speaking with?

Speaker speaker_2: Hi, Pearl. This is Joe Stokley.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay. I've been calling for the past five weeks now, trying to find out when open enrollment is. Can you tell me?

Speaker speaker_1: What's the name of the company do you work for?

Speaker speaker_2: MAU.

Speaker speaker_1: Okay, bear with me one moment. MAU's open enrollment is actually this month until the 30th, uh, the 30th of January.

Speaker speaker_2: Okay, so I can do what I need to do right now?

Speaker speaker_1: Correct.

Speaker speaker_2: Okay. I want to cancel any and all deductions coming out of my check. Insurance, medi- any medical, vision, dental, everything.

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

Speaker speaker_2: 6276.

Speaker speaker_1: And you can confirm your address and date of birth?

Speaker speaker_2: Absolutely. Date of birth is 4/2/1963. Address is 3927 Richardson Road, Apartment 30, Independence, Kentucky 41051.

Speaker speaker_1: All righty. Now your phone number is 513-669-6246?

Speaker speaker_2: That's correct.

Speaker speaker_1: And I have your email address as joestokum?

Speaker speaker_2: joestokely@gmail.com.

Speaker speaker_1: And you said you wanted to cancel all your coverage together, correct?

Speaker speaker_2: Correct. Everything.

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, thank you.

Speaker speaker_1: Thank you so much for calling. Have a great day.

Speaker speaker_2: You too. Thank you. Bye.

Speaker speaker_1: Bye-bye.