

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Who else am I speaking with? Hi Pearl, my name is Bridget Mayfield. And how can I assist you? Um, so I just need to, I guess, cancel whatever benefits I have. Um, I guess you guys gave me a hospital indemnity plan and that does nothing for my PCP, so I just wanna cancel whatever it is that I have with you guys. All righty and what are the last four of your social and the name of the staff at the agency? Um, the last four are 6001 and it's Priority Personal. Priority Personal, if you can affirm your address and date of birth. Uh, address is, um, 7601 Gateway Boulevard, Apartment, um, 1817, and that's in Live Oak, Texas, 78233, and my date of birth is June 28th, 1974. All righty. Bear with me one moment. Mm-hmm. And I'm just, I'm curious, when I, when I called, I told the person that I spoke to, I needed specifically coverage for a PCP, why I would be given a hospital indemnity and be told that that's the coverage I need. Let's see here. Not certain. So the plan you have, um, so with these plans, what it is, is that you're not required to see a doctor at any kind of network. You just have to make sure that your doctor's office c- uh, accepts the insurance. Um... Mm-hmm. So other than that, there's not a network you have to see, a specific doctor or anything like that you have to see. Mm-hmm. You just has to make sure your doctor accepts the insurance. Hmm, well, currently my PCP does not. So... fI don't think it's accepted. And you wanna cancel all your coverage or just that medical? No, just cancel it all, of course. Okay, let's see here. All right, so cancellations take one to two weeks to process, so you may see one or two more deductions, but it must be two. Of course. Okay. Do you have any questions? Nope. Thank you. Thank you so much for calling. You have a great day. Mm-hmm.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Car. My name is Pearl. Who else am I speaking with?

Speaker speaker_1: Hi Pearl, my name is Bridget Mayfield.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I just need to, I guess, cancel whatever benefits I have. Um, I guess you guys gave me a hospital indemnity plan and that does nothing for my PCP, so I just wanna cancel whatever it is that I have with you guys.

Speaker speaker_0: All righty and what are the last four of your social and the name of the staff at the agency?

Speaker speaker_1: Um, the last four are 6001 and it's Priority Personal.

Speaker speaker_0: Priority Personal, if you can affirm your address and date of birth.

Speaker speaker_1: Uh, address is, um, 7601 Gateway Boulevard, Apartment, um, 1817, and that's in Live Oak, Texas, 78233, and my date of birth is June 28th, 1974.

Speaker speaker_0: All righty. Bear with me one moment.

Speaker speaker_1: Mm-hmm. And I'm just, I'm curious, when I, when I called, I told the person that I spoke to, I needed specifically coverage for a PCP, why I would be given a hospital indemnity and be told that that's the coverage I need.

Speaker speaker_0: Let's see here.

Speaker speaker_1: Not certain.

Speaker speaker_0: So the plan you have, um, so with these plans, what it is, is that you're not required to see a doctor at any kind of network. You just have to make sure that your doctor's office c- uh, accepts the insurance. Um...

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: So other than that, there's not a network you have to see, a specific doctor or anything like that you have to see.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: You just has to make sure your doctor accepts the insurance.

Speaker speaker_1: Hmm, well, currently my PCP does not. So... *f* I don't think it's accepted.

Speaker speaker_0: And you wanna cancel all your coverage or just that medical?

Speaker speaker_1: No, just cancel it all, of course.

Speaker speaker_0: Okay, let's see here. All right, so cancellations take one to two weeks to process, so you may see one or two more deductions, but it must be two.

Speaker speaker_1: Of course. Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Nope. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Mm-hmm.