

## **Transcript: Pamela**

**Blanc-5506162945474560-5315775635177472**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Unicore. This is Pamela speaking. How may I help you? Yes, I just got a notification on my cell phone about making changes to our policies or, you know, for the year. Okay, so the- Mm-hmm. ... um, it's an open enrollment, so- Yep. ... uh, if you want, if you're already enrolled and wanna make changes, this is the time. If not, um, if you wanna keep it as it is, you don't have to do anything. Yeah, I wanna make changes. And who do you work for? MAU. May I have the last four digits of your Social? 1352. Your first and last name? Joey Black. Joey Black. Mr. Black, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Address is 124 Herschel Drive, Seneca, South Carolina 29672. Date of birth is October the 17th, 1972. All right. Thank you for the information. We have a telephone number on file, 864-723-4974 and joeyblack0408@gmail.com is your email. What was the phone number again? 864-723-4974. That's correct. And what are the changes you wanna make, sir? Well, the short-term disability, get rid of that. Okay. The critical, the critical illness, get rid of it. Basically, all I want to keep is vision. No problem. Let me take it off. Short-term disability, critical illness and keeping only the vision. Yes. So your premium will be \$2.15. Um, the process of the cancellations take one to two weeks, so you might experience one or two deductions but, um, it's completely- That's, that's fine. I just wanna make sure 'cause I wanted to actually try and use the short-term disability and it, it only pays \$650 and- No problem. ... it's just not, it's, no, it's not worth it. But yeah, that's fine. Uh, I just wanna make the changes for the year. Anything else I can do for you, sir? No, ma'am. That's it. Thank you for calling Benefits Unicore. Have a great rest of your day. All right. Thank you.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits Unicore. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, I just got a notification on my cell phone about making changes to our policies or, you know, for the year.

Speaker speaker\_1: Okay, so the-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... um, it's an open enrollment, so-

Speaker speaker\_2: Yep.

Speaker speaker\_1: ... uh, if you want, if you're already enrolled and wanna make changes, this is the time. If not, um, if you wanna keep it as it is, you don't have to do anything.

Speaker speaker\_2: Yeah, I wanna make changes.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: MAU.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_2: 1352.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Joey Black.

Speaker speaker\_1: Joey Black. Mr. Black, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_2: Address is 124 Herschel Drive, Seneca, South Carolina 29672. Date of birth is October the 17th, 1972.

Speaker speaker\_1: All right. Thank you for the information. We have a telephone number on file, 864-723-4974 and joeyblack0408@gmail.com is your email.

Speaker speaker\_2: What was the phone number again?

Speaker speaker\_1: 864-723-4974.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And what are the changes you wanna make, sir?

Speaker speaker\_2: Well, the short-term disability, get rid of that.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The critical, the critical illness, get rid of it. Basically, all I want to keep is vision.

Speaker speaker\_1: No problem. Let me take it off. Short-term disability, critical illness and keeping only the vision.

Speaker speaker\_2: Yes.

Speaker speaker\_1: So your premium will be \$2.15. Um, the process of the cancellations take one to two weeks, so you might experience one or two deductions but, um, it's completely-

Speaker speaker\_2: That's, that's fine. I just wanna make sure 'cause I wanted to actually try and use the short-term disability and it, it only pays \$650 and-

Speaker speaker\_1: No problem.

Speaker speaker\_2: ... it's just not, it's, no, it's not worth it. But yeah, that's fine. Uh, I just wanna make the changes for the year.

Speaker speaker\_1: Anything else I can do for you, sir?

Speaker speaker\_2: No, ma'am. That's it.

Speaker speaker\_1: Thank you for calling Benefits Unicore. Have a great rest of your day.

Speaker speaker\_2: All right. Thank you.