

Transcript: Pearl

Rojas-4718663716880384-5007196297936896

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 else was I speaking with? Uh, my name is Kelly Pike. How can I assist you? Um, I got a text today talking about, uh, I, I was supposed to be getting enrolled in the MEC plan, uh, after my first paycheck which was last week. Uh, but I'm pretty sure... I talked to the lady at Wagner and she's supposed to have me down that I, I, I opted of not doing any health coverage or anything. Okay. I can definitely take a look for you, see if, if that is declined. And you said you're working with Wagner? Yes, ma'am. And what are the last four digits of your social? Uh, 5741. Okay, and if you can confirm your address and date of birth for me. Uh, my date of birth is 8/27/1988. Um, I'm trying to think. The address I put on there is gonna be my mom's address. I can't remember the numbers right offhand, but I know it's Highway State 11 in Mansfield, Georgia. Okay. If you... Can you confirm your full social? That way I can just verify the account is the correct one. Oh, no problem. 253-77-5741. All righty. And I have your phone number at 478-278-7169? Yes. And have I your email address at PikeKelly1988@gmail.com? Yes, ma'am. All righty. Let's take a look here. All righty. So it looks like you did go ahead and decline that coverage on the 14th of this month, so you're good. Um, this... You'll get those text messages once a week for the first 30 days. All right. That's fine. I just, I just wanted to make sure I wasn't just not took out. That's all. Mm-hmm. No problem. You have a great day. Thanks, ma'am. You too. 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 else was I speaking with?

Speaker speaker_2: Uh, my name is Kelly Pike.

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I got a text today talking about, uh, I, I was supposed to be getting enrolled in the MEC plan, uh, after my first paycheck which was last week. Uh, but I'm pretty sure... I talked to the lady at Wagner and she's supposed to have me down that I, I, I opted of not doing any health coverage or anything.

Speaker speaker_1: Okay. I can definitely take a look for you, see if, if that is declined. And you said you're working with Wagner?

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Uh, 5741.

Speaker speaker_1: Okay, and if you can confirm your address and date of birth for me.

Speaker speaker_2: Uh, my date of birth is 8/27/1988. Um, I'm trying to think. The address I put on there is gonna be my mom's address. I can't remember the numbers right offhand, but I know it's Highway State 11 in Mansfield, Georgia.

Speaker speaker_1: Okay. If you... Can you confirm your full social? That way I can just verify the account is the correct one.

Speaker speaker_2: Oh, no problem. 253-77-5741.

Speaker speaker_1: All righty. And I have your phone number at 478-278-7169?

Speaker speaker_2: Yes.

Speaker speaker_1: And have I your email address at PikeKelly1988@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. Let's take a look here. All righty. So it looks like you did go ahead and decline that coverage on the 14th of this month, so you're good. Um, this... You'll get those text messages once a week for the first 30 days.

Speaker speaker_2: All right. That's fine. I just, I just wanted to make sure I wasn't just not took out. That's all.

Speaker speaker_1: Mm-hmm. No problem. You have a great day.

Speaker speaker_2: Thanks, ma'am. You too. Bye.