

Transcript: Pearl

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Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who- Hey, uh, my name is Chris Clopper. And how may I assist you? Hello? Um, yeah. I just called- How can I assist you? ... and I canceled some... Yeah, I, I called and I canceled some things on my insurance. I, um, there's one last thing I forgot to cancel. I just wanted to see if you could help me with that. Okay. And what's the name of the staffing agency you work for? MAU. And the last 40 digits of your social? 5955. All right. And if you can confirm your address and date of birth. Um, date of birth's 5/6/67. And your address? 302 Crestwood Drive, Somerville, South Carolina, 29483. Okay. And I have your phone number as 843-324-4643. Yes. And I have you emailed just as christopher.clopper@yahoo.com? Yes. Okay. And which other plans did you want to cancel? The vision. Uh, uh, and then that should just leave me with the, um, three things I think. Okay. So- Can you see where they canceled the other stuff? Yes. So I have that you canceled dental, group accident, identity theft protection. Yeah. Um, short- And short- I forgot to add the vision. I'm sorry. Give me one second. Um... Give me one moment, I'm placing you in a brief hold. All right. So, you're... So is it... So all you're keeping is your medical? Um, well, medical... There was gonna be three things. Um- Um- Give me one second. Behavioral health and short-term disability? No, those were canceled. Okay. Give me one thing I'm gonna put... Well, give me one moment. I'm gonna place you in a brief hold. Okay. Okay. Thank you so much for holding with the Cloppers. So, yes. So what we're dropping now... What we're dropping is the dental, short-term... You're keeping the term life. You're dropping vision. You're keeping critical illness, dropping group accident, keeping your medical and then dropping behavioral health and ID experts. Okay, so that's gonna bring your deductions down to \$50.89. \$50.89. Okay. So what are we left with then? The MEC has- The medical, the MAU- ... your medical, your critical illness and your term life with your new life insurance. Right. That's exactly right. Okay. All righty. I appreciate it. All right. Is there anything else I can assist you with today? Nope, that's it. I just forgot about the vision to cancel that. Okay. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who-

Speaker speaker_1: Hey, uh, my name is Chris Clopper.

Speaker speaker_0: And how may I assist you?

Speaker speaker_1: Hello? Um, yeah. I just called-

Speaker speaker_0: How can I assist you?

Speaker speaker_1: ... and I canceled some... Yeah, I, I called and I canceled some things on my insurance. I, um, there's one last thing I forgot to cancel. I just wanted to see if you could help me with that.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: MAU.

Speaker speaker_0: And the last 40 digits of your social?

Speaker speaker_1: 5955.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: Um, date of birth's 5/6/67.

Speaker speaker_0: And your address?

Speaker speaker_1: 302 Crestwood Drive, Somerville, South Carolina, 29483.

Speaker speaker_0: Okay. And I have your phone number as 843-324-4643.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have you emailed just as christopher.clopper@yahoo.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. And which other plans did you want to cancel?

Speaker speaker_1: The vision. Uh, uh, and then that should just leave me with the, um, three things I think.

Speaker speaker_0: Okay. So-

Speaker speaker_1: Can you see where they canceled the other stuff?

Speaker speaker_0: Yes. So I have that you canceled dental, group accident, identity theft protection.

Speaker speaker_1: Yeah.

Speaker speaker_0: Um, short- And short-

Speaker speaker_1: I forgot to add the vision. I'm sorry.

Speaker speaker_0: Give me one second. Um... Give me one moment, I'm placing you in a brief hold.

Speaker speaker_1: All right.

Speaker speaker_0: So, you're... So is it... So all you're keeping is your medical?

Speaker speaker_1: Um, well, medical... There was gonna be three things.

Speaker speaker_0: Um-

Speaker speaker_1: Um-

Speaker speaker_0: Give me one second. Behavioral health and short-term disability?

Speaker speaker_1: No, those were canceled.

Speaker speaker_0: Okay. Give me one thing I'm gonna put... Well, give me one moment. I'm gonna place you in a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. Thank you so much for holding with the Cloppers. So, yes. So what we're dropping now... What we're dropping is the dental, short-term... You're keeping the term life. You're dropping vision. You're keeping critical illness, dropping group accident, keeping your medical and then dropping behavioral health and ID experts. Okay, so that's gonna bring your deductions down to \$50.89.

Speaker speaker_1: \$50.89. Okay. So what are we left with then?

Speaker speaker_0: The MEC has-

Speaker speaker_1: The medical, the MAU-

Speaker speaker_0: ... your medical, your critical illness and your term life with your new life insurance.

Speaker speaker_1: Right. That's exactly right. Okay. All righty. I appreciate it.

Speaker speaker_0: All right. Is there anything else I can assist you with today?

Speaker speaker_1: Nope, that's it. I just forgot about the vision to cancel that. Okay.

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

Speaker speaker_1: Thank you. You too. Bye-bye.