

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Hey, you, uh, speaking with, um, Manuel Sanchez. And how can I assist you, Mr. Sanchez? Yeah, um, I think, um, got a insurance with you guys. I don't know what is it, and I just called you, said- Oh, this is your- Yeah, yeah. You work for ... this is your first name and last name} for Search? Yeah. Okay. And what are the last four digits of your Social? The four digit of Social is 25, 75. All right, let's take a look here. Let me just... And what is your address and date of birth? Uh, the 3/03/21/1978. And your address? It says, uh, 1105 Clark Avenue Northeast, Port Ann, Alabama. Okay. And I have your phone number as 256-5483... oh, sorry, 1395. Yeah. And I have your email address as emanuelsan362@gmail.com? Yeah. All right. So yes, I have you currently enrolled in the MEC Tell Rx plan. That is a preventative health plan, so it covers your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. It doesn't cover you going- Yeah. ... to the doctor or ER, um- Okay. Uh- I think, right now they're, they're deducting \$15.16 a week from your paycheck. Um, can I cut it off? Like I don't want it, I don't want this insurance. Okay. So cancellation- Because I have... Yeah. Go ahead. I, I have it like a year and I haven't even used it. Okay. 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. Yeah. And, um- Do we- ... just a simple question. How I end up, uh, having this without nothing with me uh, without signing nothing and calling? I just, um, I should be able to find that because, um, right now, you get an app in the phone. I'm going to need this and I say I got \$15 asking what is this insurance? And they said, "Yeah." They never call me for that insurance and how, how possible I got it? So Search has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to say you don't want it, they automatically enroll you in it. So who do it? Search or you guys do it? Search. Oh, okay. Yeah, because I, I got to talk to why do they doing this? And I didn't know nothing about it. Uh, it's been like more than a year. I mean, like, I should have used it, but hey, I never used it. So I just like lost, lost maybe more money than that. So I need, need to be off. Okay. I did go ahead and cancel it for you. No worries. Okay. Thank you. Thank you for calling. Have a great day. Okay.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Hey, you, uh, speaking with, um, Manuel Sanchez.

Speaker speaker_0: And how can I assist you, Mr. Sanchez?

Speaker speaker_1: Yeah, um, I think, um, got a insurance with you guys. I don't know what is it, and I just called you, said-

Speaker speaker_0: Oh, this is your-

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: You work for

Speaker speaker_2: ... this is your first name and last name} for Search?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And what are the last four digits of your Social?

Speaker speaker_1: The four digit of Social is 25, 75.

Speaker speaker_0: All right, let's take a look here. Let me just... And what is your address and date of birth?

Speaker speaker_1: Uh, the 3/03/21/1978.

Speaker speaker_0: And your address?

Speaker speaker_1: It says, uh, 1105 Clark Avenue Northeast, Port Ann, Alabama.

Speaker speaker_0: Okay. And I have your phone number as 256-5483... oh, sorry, 1395.

Speaker speaker_1: Yeah.

Speaker speaker_0: And I have your email address as emanuelsan362@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. So yes, I have you currently enrolled in the MEC Tell Rx plan. That is a preventative health plan, so it covers your annual physicals, some STD screenings, some cancer screenings, diabetes, blood pressure, that kind of thing. It doesn't cover you going-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... to the doctor or ER, um-

Speaker speaker_1: Okay. Uh-

Speaker speaker_0: I think, right now they're, they're deducting \$15.16 a week from your paycheck.

Speaker speaker_1: Um, can I cut it off? Like I don't want it, I don't want this insurance.

Speaker speaker_0: Okay. So cancellation-

Speaker speaker_1: Because I have... Yeah.

Speaker speaker_0: Go ahead.

Speaker speaker_1: I, I have it like a year and I haven't even used it.

Speaker speaker_0: Okay. 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_1: Yeah. And, um-

Speaker speaker_0: Do we-

Speaker speaker_1: ... just a simple question. How I end up, uh, having this without nothing with me uh, without signing nothing and calling? I just, um, I should be able to find that because, um, right now, you get an app in the phone. I'm going to need this and I say I got \$15 asking what is this insurance? And they said, "Yeah." They never call me for that insurance and how, how possible I got it?

Speaker speaker_0: So Search has an auto-enrollment program. If you don't call within 30 days of receiving your first paycheck to say you don't want it, they automatically enroll you in it.

Speaker speaker_1: So who do it? Search or you guys do it?

Speaker speaker_0: Search.

Speaker speaker_1: Oh, okay. Yeah, because I, I got to talk to why do they doing this? And I didn't know nothing about it. Uh, it's been like more than a year. I mean, like, I should have used it, but hey, I never used it. So I just like lost, lost maybe more money than that. So I need, need to be off.

Speaker speaker_0: Okay. I did go ahead and cancel it for you. No worries.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you for calling. Have a great day.

Speaker speaker_1: Okay.