

Transcript: Pearl

Rojas-4885513578528768-6052830660313088

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with your speaking with? This is John Rogers. And how can I assist you? I just got a text from Crown today, uh, about, uh, 30 days they're gonna, uh, be off for benefits. Uh, is it- can not- can I deny those? I don't really, uh... I'm assuming this is talking about insurance stuff, right? Yes, healthcare. Yeah, yeah. Can I, can I, uh, deny that? Of course. What are the last four digits of your social? It's, uh, 5908. And your address and date of birth? It's 102 Cross Pike, Shelbyville, Kentucky 40065. And my birthday is 01/07/1978. Okay. I have your phone number as 502-692-9600? Is that... Yes, yes. All right. And you said you wanted to decline those benefits, correct? Yes. Was it just the insurance benefits, I guess, is all? Yes, just healthcare. Yeah, yeah. All right. I went and got you opted out. Is there anything else I can assist you with? Uh, no. No, that, that'd be it. All right. Thank you so much for calling. You have a great day. Uh, you too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with your speaking with?

Speaker speaker_1: This is John Rogers.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I just got a text from Crown today, uh, about, uh, 30 days they're gonna, uh, be off for benefits. Uh, is it- can not- can I deny those? I don't really, uh... I'm assuming this is talking about insurance stuff, right?

Speaker speaker_0: Yes, healthcare.

Speaker speaker_1: Yeah, yeah. Can I, can I, uh, deny that?

Speaker speaker_0: Of course. What are the last four digits of your social?

Speaker speaker_1: It's, uh, 5908.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: It's 102 Cross Pike, Shelbyville, Kentucky 40065. And my birthday is 01/07/1978.

Speaker speaker_0: Okay. I have your phone number as 502-692-9600?

Speaker speaker_1: Is that... Yes, yes.

Speaker speaker_0: All right. And you said you wanted to decline those benefits, correct?

Speaker speaker_1: Yes. Was it just the insurance benefits, I guess, is all?

Speaker speaker_0: Yes, just healthcare.

Speaker speaker_1: Yeah, yeah.

Speaker speaker_0: All right. I went and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no. No, that, that'd be it.

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

Speaker speaker_1: Uh, you too.