

## Transcript: Pearl

**Rojas-4996093554769920-5400277122859008**

### Full Transcript

Hi, good morning. Thank you for calling Accard. My name is Pearl. Who else was I speaking with? Hello. Uh, my name is Ayeli. I work for, uh, OnTrack Staffing. Yes. Um... Sorry, go ahead. No, you're fine. You said you w- you worked for OnTrack? Yes, for OnTrack. Okay, how's this going so far? Yeah, so I'm calling to... Uh, I wanted to, uh, decline my, uh, VIP Standard kind of insurance. I'm sorry, you wanted to do what with your VIP Standard? Yes, yes, the, uh, VIP Standard, I want to decline it, but, uh, keep the dental insurance, uh. Okay, so you want to cancel the medical and keep your dental? What is the last four digits of your Social? Uh, 5261. And repeat your name for me. Ayeli, uh, Kounyon. Okay, and if you can verify your address and date of birth. Uh, address, uh, 14100 Montford Drive. Um, apartment 4128, Dallas, Texas, 75254. And then my date of birth, uh, 9-24-1990. Okay, and I have your phone nu- your phone number as 406-1237. Yes, that's correct. Okay. And I have your email address as T-H-I-B-A-U-L-T-K@outlook.com. Yes. All righty, give me one moment. Mm-hmm. Okay. Okay, do you want to keep the short-term disability? Yes, yes. Want to keep. Okay, so we're going to do dental and the short-term disability. Mm-hmm. So your weekly deductions are going to be of \$7.57. Uh, can you repeat that for me, please? Your weekly deductions are going to be of \$7.57. Okay. Okay, it will take one to two weeks for your staffing agency to change your deductions. Mm-hmm. So you'll see one o- You'll see one or two deductions of the 64.65, and then it will go down to the 7.57. Okay. So for the dental, uh, the, um, uh... What's the word? The, uh, the deduction weekly for the dental, can you, um, remind me how much that will be? You, um... So the dental is... Okay, is the... The de- the dental you want to keep for you and your family? Yes. Okay, give me one second. So the dental for you and your family is \$14.45. Okay. And then the, uh, disability is going to be seven, like you said? Yeah, the... Um, I'm sorry. No, your tot- your weekly deductions on there are going to be of \$18.39. I'm sorry. Oh. For employee plus family, with dental, and the employee only for the short-term disability. Okay, perfect. Yeah. Okay. Is there anything else I can assist you with today? No, this is . Thank you so much. Thank you so much for calling. You have a great day. You too. Bye-bye. Oh, sir? Yes, yes, yes, ma'am. Um, we don't have your dependent information. Oh, yeah, yeah, yeah. Oh, so for his... My, uh, my dependent is my... Okay, should I put both my wife and my son as dependents? You can. If you want coverage for both of them, you can put them both. That's the pr- the \$18.00 is for all three of you. Um, I would just need their information, like what's your spouse's name? Okay, uh, my spouse's name, uh, it's, uh, Ahou Amanda Kounyon. I don't know if you want me to spell it. Yes, can you spell her first name first? Uh, first name is A-H-O-U... Okay, and the last name? A-A-H-O-U. Uh, last name is the same as mine, Kounyon. K-O-U-N-Y-O-N. Okay, K-O-U-n-y-o-n. And do you have her full Social? Uh, no, no, I don't. Okay. And what is her date of birth? Uh, date of birth, uh, 7-4-1991. Okay. And what is your son's name? Uh, Jayden. J-A-Y-D-E-N. Okay. Uh,

Kounyon, last name. Give me one moment. Mm-hmm. Okay. J-A-Y-D-E-N, you said? Yes. The same last name, correct? Same last name. Mm-hmm. What is his date of birth? Uh, 10-24-2021. Okay, bear with me one moment while I place you on a brief hold. Okay. All right. Thank you so much for holding. I did get that information in the system. Is there anything else I can assist you with today? That'll be all. Thank you so much. Thank you so much for calling. You have a great day. Yeah, you too. I need to put that somewhere because I forgot. For, uh...

## Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Accard. My name is Pearl. Who else was I speaking with?

Speaker speaker\_1: Hello. Uh, my name is Ayeli. I work for, uh, OnTrack Staffing.

Speaker speaker\_0: Yes.

Speaker speaker\_1: Um... Sorry, go ahead.

Speaker speaker\_0: No, you're fine. You said you w- you worked for OnTrack?

Speaker speaker\_1: Yes, for OnTrack.

Speaker speaker\_0: Okay, how's this going so far?

Speaker speaker\_1: Yeah, so I'm calling to... Uh, I wanted to, uh, decline my, uh, VIP Standard kind of insurance.

Speaker speaker\_0: I'm sorry, you wanted to do what with your VIP Standard?

Speaker speaker\_1: Yes, yes, the, uh, VIP Standard, I want to decline it, but, uh, keep the dental insurance, uh.

Speaker speaker\_0: Okay, so you want to cancel the medical and keep your dental? What is the last four digits of your Social?

Speaker speaker\_1: Uh, 5261.

Speaker speaker\_0: And repeat your name for me.

Speaker speaker\_1: Ayeli, uh, Kounyon.

Speaker speaker\_0: Okay, and if you can verify your address and date of birth.

Speaker speaker\_1: Uh, address, uh, 14100 Montford Drive. Um, apartment 4128, Dallas, Texas, 75254. And then my date of birth, uh, 9-24-1990.

Speaker speaker\_0: Okay, and I have your phone nu- your phone number as 406-1237.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: Okay. And I have your email address as T-H-I-B-A-U-L-T-K@outlook.com.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty, give me one moment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. Okay, do you want to keep the short-term disability?

Speaker speaker\_1: Yes, yes. Want to keep.

Speaker speaker\_0: Okay, so we're going to do dental and the short-term disability.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So your weekly deductions are going to be of \$7.57.

Speaker speaker\_1: Uh, can you repeat that for me, please?

Speaker speaker\_0: Your weekly deductions are going to be of \$7.57.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Okay, it will take one to two weeks for your staffing agency to change your deductions.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: So you'll see one o- You'll see one or two deductions of the 64.65, and then it will go down to the 7.57.

Speaker speaker\_1: Okay. So for the dental, uh, the, um, uh... What's the word? The, uh, the deduction weekly for the dental, can you, um, remind me how much that will be?

Speaker speaker\_0: You, um... So the dental is... Okay, is the... The de- the dental you want to keep for you and your family?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, give me one second. So the dental for you and your family is \$14.45.

Speaker speaker\_1: Okay. And then the, uh, disability is going to be seven, like you said?

Speaker speaker\_0: Yeah, the... Um, I'm sorry. No, your tot- your weekly deductions on there are going to be of \$18.39. I'm sorry.

Speaker speaker\_1: Oh.

Speaker speaker\_0: For employee plus family, with dental, and the employee only for the short-term disability.

Speaker speaker\_1: Okay, perfect. Yeah.

Speaker speaker\_0: Okay. Is there anything else I can assist you with today?

Speaker speaker\_1: No, this is . Thank you so much.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too. Bye-bye.

Speaker speaker\_0: Oh, sir?

Speaker speaker\_1: Yes, yes, yes, ma'am.

Speaker speaker\_0: Um, we don't have your dependent information.

Speaker speaker\_1: Oh, yeah, yeah, yeah. Oh, so for his... My, uh, my dependent is my... Okay, should I put both my wife and my son as dependents?

Speaker speaker\_0: You can. If you want coverage for both of them, you can put them both. That's the pr- the \$18.00 is for all three of you. Um, I would just need their information, like what's your spouse's name?

Speaker speaker\_1: Okay, uh, my spouse's name, uh, it's, uh, Ahou Amanda Kounyon. I don't know if you want me to spell it.

Speaker speaker\_0: Yes, can you spell her first name first?

Speaker speaker\_1: Uh, first name is A-H-O-U...

Speaker speaker\_0: Okay, and the last name?

Speaker speaker\_1: A-A-H-O-U. Uh, last name is the same as mine, Kounyon. K-O-U-N-Y-O-N.

Speaker speaker\_0: Okay, K-O-U-n-y-o-n. And do you have her full Social?

Speaker speaker\_1: Uh, no, no, I don't.

Speaker speaker\_0: Okay. And what is her date of birth?

Speaker speaker\_1: Uh, date of birth, uh, 7-4-1991.

Speaker speaker\_0: Okay. And what is your son's name?

Speaker speaker\_1: Uh, Jayden. J-A-Y-D-E-N.

Speaker speaker\_0: Okay.

Speaker speaker\_1: Uh, Kounyon, last name.

Speaker speaker\_0: Give me one moment.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Okay. J-A-Y-D-E-N, you said?

Speaker speaker\_1: Yes.

Speaker speaker\_0: The same last name, correct?

Speaker speaker\_1: Same last name.

Speaker speaker\_0: Mm-hmm. What is his date of birth?

Speaker speaker\_1: Uh, 10-24-2021.

Speaker speaker\_0: Okay, bear with me one moment while I place you on a brief hold.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right. Thank you so much for holding. I did get that information in the system. Is there anything else I can assist you with today?

Speaker speaker\_1: That'll be all. Thank you so much.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Yeah, you too.

Speaker speaker\_0: I need to put that somewhere because I forgot. For, uh...