

## **Transcript: Pearl**

**Rojas-5326581683765248-5118190206107648**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi there, uh, morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with? Hi, Pearl. This is Tracy with APL. How are you today? I'm good. How are you? I'm doing fine, thank you. So I have a member on the line who is needing to update his address, and he's also gonna be requesting cancellation on his coverage. His last name is Brendle, B-R-E-N-D-L-E. First name is Christopher. All righty. Uh, you can go ahead and put him through. Thank you so much. All right. Well, thank you and have a great... is a... Hi, good morning, Mr. Brendle? Hello. Yes. Hi. Miss Tracy from APL was telling me you need to make some adjustments to your account. Yes, ma'am. All right. What's the name of the staffing agency you work for? Uh, the company? The name of the staffing agency. Uh, MAU. And the last four digits of your social? 3146. All righty, and if you can provide me with your address and date of birth. Uh, the address you have on file, um, would be 1036 Elizabeth Sarah Boulevard, Greer, South Carolina 29650. Date of birth is May 16th, 1983. All righty, and I have your phone number as 425-1204? Yes, ma'am. And I have your email address as brendlechris@icloud.com? Yep. All righty. And, uh, just saying that you needed to update your address? Update my address, yes, and then cancel coverage. Okay. What's your new address? New address is 1735 Stonecrest, one word, Lane. And that's Gaffney, G-A-F-F-N-E-Y, South Carolina 29341. All righty. And then you said you wanted to cancel... At the moment, you're not enrolled in any coverage. Yeah. Uh, that's, that's what I thought. Um, my last day was, uh, November 15th with, um, my account with MAU. Uh, but I, I went to, last week, to get a prescription filled and they said I was still covered, which I was surprised. Uh, I went ahead and filled out that, but I figured, um, I need to call and find out. If not, you know, have to pay for... um, but then the office said that I'll be getting something in the mail to continue with COBRA, which I don't want to do. I just want to make sure everything's canceled and... yeah. Yep. So it looks like your last date of coverage was the 1st of December. Um, from then- Okay. ... till now, I'm not showing active coverage. And then with COBRA, you don't have... if you don't want it, you just simply don't reach out to them and, um, nothing will, will proceed. Okay? Okay. All right. Well, I guess- Yeah, if that helps. ... that's it then. All righty. Thank you so much for calling. You have a great day, Mrs. Caldwell. Nope, that's it. Thank you, ma'am. You too. Thanks. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi there, uh, morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Hi, Pearl. This is Tracy with APL. How are you today?

Speaker speaker\_1: I'm good. How are you?

Speaker speaker\_2: I'm doing fine, thank you. So I have a member on the line who is needing to update his address, and he's also gonna be requesting cancellation on his coverage. His last name is Brendle, B-R-E-N-D-L-E. First name is Christopher.

Speaker speaker\_1: All righty. Uh, you can go ahead and put him through. Thank you so much.

Speaker speaker\_2: All right. Well, thank you and have a great... is a...

Speaker speaker\_1: Hi, good morning, Mr. Brendle?

Speaker speaker\_3: Hello. Yes.

Speaker speaker\_1: Hi. Miss Tracy from APL was telling me you need to make some adjustments to your account.

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: All right. What's the name of the staffing agency you work for?

Speaker speaker\_3: Uh, the company?

Speaker speaker\_1: The name of the staffing agency.

Speaker speaker\_3: Uh, MAU.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_3: 3146.

Speaker speaker\_1: All righty, and if you can provide me with your address and date of birth.

Speaker speaker\_3: Uh, the address you have on file, um, would be 1036 Elizabeth Sarah Boulevard, Greer, South Carolina 29650. Date of birth is May 16th, 1983.

Speaker speaker\_1: All righty, and I have your phone number as 425-1204?

Speaker speaker\_3: Yes, ma'am.

Speaker speaker\_1: And I have your email address as brendlechris@icloud.com?

Speaker speaker\_3: Yep.

Speaker speaker\_1: All righty. And, uh, just saying that you needed to update your address?

Speaker speaker\_3: Update my address, yes, and then cancel coverage.

Speaker speaker\_1: Okay. What's your new address?

Speaker speaker\_3: New address is 1735 Stonecrest, one word, Lane. And that's Gaffney, G-A-F-F-N-E-Y, South Carolina 29341.

Speaker speaker\_1: All righty. And then you said you wanted to cancel... At the moment, you're not enrolled in any coverage.

Speaker speaker\_3: Yeah. Uh, that's, that's what I thought. Um, my last day was, uh, November 15th with, um, my account with MAU. Uh, but I, I went to, last week, to get a prescription filled and they said I was still covered, which I was surprised. Uh, I went ahead and filled out that, but I figured, um, I need to call and find out. If not, you know, have to pay for... um, but then the office said that I'll be getting something in the mail to continue with COBRA, which I don't want to do. I just want to make sure everything's canceled and... yeah.

Speaker speaker\_1: Yep. So it looks like your last date of coverage was the 1st of December. Um, from then-

Speaker speaker\_3: Okay.

Speaker speaker\_1: ... till now, I'm not showing active coverage. And then with COBRA, you don't have... if you don't want it, you just simply don't reach out to them and, um, nothing will, will proceed. Okay?

Speaker speaker\_3: Okay. All right. Well, I guess-

Speaker speaker\_1: Yeah, if that helps.

Speaker speaker\_3: ... that's it then.

Speaker speaker\_1: All righty. Thank you so much for calling. You have a great day, Mrs. Caldwell.

Speaker speaker\_3: Nope, that's it. Thank you, ma'am. You too. Thanks. Bye.

Speaker speaker\_1: Bye-bye.