

## **Transcript: Pearl**

**Rojas-5360604397223936-5794093231816704**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Eve Horn. And how can I assist you? Um, so I guess I have, uh, the Benefits in a Carba- i- Card, but I also got the UHC PPO plan. Um, so, um, it says I can cancel the medical portion, but I don't know if that means it also cancels the dental and vision. Um, let me go ahead and take a look for you. What's the name of the staff agency you work for? Uh, Creative Circle. And the last four digits of your Social? 5599. All righty. And if you can confirm your address and date of birth. Um, my date of birth is December 5th, 1984. My address, I just changed it on file, so I don't know. My mailing address is 6842 East Andrew Circle, uh, Palmer, Alaska 99645. If you need a different one, I'll get that. Um, so I have a different one on file. In Miami, right? Hold on a second. No, not in Miami. It's in Alaska as well. Oh, um, oh, okay. I just changed it so it must not have changed in there. It's 17205 Baranov something or other Avenue, um, Eagle River, 99577. Okay. Yes. Okay. So then you said that new- your mailing address is, uh, 6842 East Andrew Circle, and what is the city? Palmer. Okay. And I have your phone number as 907-723-3947? Yes. And let's see. Dental, terminal eye vision, and benefit health. Okay. So, and you just wanted to cancel your MEC telrx? I think so, 'cause that's the one I got was I have like UnitedHealth PPO now. Okay. Um, but if I can keep the dental and vision. Okay. Bear with me one moment. I'm going to place you on a brief hold. Okay. Thank you, Pearl. Thank you so much for holding, Miss Horn. So I did go ahead and get that MEC plan canceled, but cancellation, um, cancellations and changes take one to two weeks to process. So you'll see one or two deductions of the 48.31, and then after that, it'll go down to 25.29. Okay. Thank you. No problem. Thank you for calling. So we still have, um, vision and dental, correct? Vision, dental and life insurance. It's a bundle with all three. Okay. Um, how does the life insurance, um... Uh, I guess it's just if I pass away or something, right? Correct. So up to the age of 64, they, um, pay up to \$20,000. From 65 to sev- 69, um, they pay up to 15, and then 70 and over, they pay up to 10. Okay. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Bye.

### **Conversation Format**

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

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

Speaker speaker\_2: Hi, my name is Eve Horn.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, so I guess I have, uh, the Benefits in a Carba- i- Card, but I also got the UHC PPO plan. Um, so, um, it says I can cancel the medical portion, but I don't know if that means it also cancels the dental and vision.

Speaker speaker\_1: Um, let me go ahead and take a look for you. What's the name of the staff agency you work for?

Speaker speaker\_2: Uh, Creative Circle.

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

Speaker speaker\_2: 5599.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: Um, my date of birth is December 5th, 1984. My address, I just changed it on file, so I don't know. My mailing address is 6842 East Andrew Circle, uh, Palmer, Alaska 99645. If you need a different one, I'll get that.

Speaker speaker\_1: Um, so I have a different one on file.

Speaker speaker\_2: In Miami, right? Hold on a second.

Speaker speaker\_1: No, not in Miami. It's in Alaska as well.

Speaker speaker\_2: Oh, um, oh, okay. I just changed it so it must not have changed in there. It's 17205 Baranov something or other Avenue, um, Eagle River, 99577.

Speaker speaker\_1: Okay. Yes. Okay. So then you said that new- your mailing address is, uh, 6842 East Andrew Circle, and what is the city?

Speaker speaker\_2: Palmer.

Speaker speaker\_1: Okay. And I have your phone number as 907-723-3947?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And let's see. Dental, terminal eye vision, and benefit health. Okay. So, and you just wanted to cancel your MEC telrx?

Speaker speaker\_2: I think so, 'cause that's the one I got was I have like UnitedHealth PPO now.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Um, but if I can keep the dental and vision.

Speaker speaker\_1: Okay. Bear with me one moment. I'm going to place you on a brief hold.

Speaker speaker\_2: Okay. Thank you, Pearl.

Speaker speaker\_1: Thank you so much for holding, Miss Horn. So I did go ahead and get that MEC plan canceled, but cancellation, um, cancellations and changes take one to two weeks to process. So you'll see one or two deductions of the 48.31, and then after that, it'll go down to 25.29.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you for calling.

Speaker speaker\_2: So we still have, um, vision and dental, correct?

Speaker speaker\_1: Vision, dental and life insurance. It's a bundle with all three.

Speaker speaker\_2: Okay. Um, how does the life insurance, um... Uh, I guess it's just if I pass away or something, right?

Speaker speaker\_1: Correct. So up to the age of 64, they, um, pay up to \$20,000. From 65 to sev- 69, um, they pay up to 15, and then 70 and over, they pay up to 10.

Speaker speaker\_2: Okay. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too. Bye.