

## Transcript: Pearl

**Rojas-5396362344054784-6215772814229504**

### Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? This is Raven. I know. How can I assist you? Um, I would like to cancel parts of my Benefits in a Card, but keep certain ones. Is that okay? Yeah, of course. Give me one moment. Okay. What, um, what is the name of the staff agency you work for? Creative Circle. And the last four digits of your Social? 4774. Okay. And if you can verify your address and date of birth for me. Um, address, 1219 Webster Street, San Francisco, California 94115. And what was the second part? Date of birth. Oh, October 2nd, 1999. Okay. And I have your phone number as 583-7480? Yes, good response. Yes. And I have your email address as ravena.10.17 at gmail.com? Yes. All righty. And what kind of changes did you want to make today? Um, so I just enrolled in... I had qualified for a different insurance with my employee here, um, which is like a PPO plan, so I'd like to cancel the Benefits in a Card where I had the InSure Plus Basic Plan, as well, as well as the Stay Healthy MEC plan. So I want to cancel both of those, but I'd like to keep the Dental, Vision, and Term Life bundle, Creative... Critical Illness. Yeah. Okay. And what about the Behavioral Health? Um, no. Can we remove that? And then if we were to add it, um, do we have to add that during an enrollment period or something? Yes, ma'am. Um, yeah. We could go ahead and cancel that one. And, and then can we keep the accident as well? Okay, um- It's okay. Okay. If you didn't have gr- um, you didn't have group accident, but I can add it. Okay. Thank you. I don't know what that covers actually. Um, let me see. It's just additional coverage to... It's just some medic, some medical coverage. It would be like- Oh, I- ... addition to your medical you already have. Okay. Maybe I don't need it then. If I didn't have it prior, then that's fine. I think I had just selected the Dental, Vision and Term bundle, right, as well as Critical Illness? Mm-hmm. Yeah. Okay. I can just keep those, then. Okay. So that brings your weekly deductions down to \$10.41. Yes. And then will I be getting a new card for that, or, um, or could I use- Yep. ... my existing card? So would that be the... One second. It would be, um, the MEC card, so for vision, it'd be MetLife. Um, I don't see the dental information. Dental, you would have received a, um, a American Public Life card. Okay. So dental is American Public Life, vision would be MetLife, and then... Let's see. Yeah. Okay. Sounds good. So just keep... The remaining cards that I have are, would still be working? Yes. Okay. And then if I do need to access them for whatever reason, I can just go on your guys' website, which is, like, I believe My B-A-I-C something. B-I-A-C. Oh, B-I-A-C yeah. Okay. Sounds good. Thank you. All right. It will take one to two weeks for the staff at UTC to adjust your deductions, okay? Okay. Sounds good. Thank you so much. Thank you so much for calling. You have a great day. You too. Bye.

### Conversation Format

Speaker speaker\_0: 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\_1: This is Raven.

Speaker speaker\_0: I know. How can I assist you?

Speaker speaker\_1: Um, I would like to cancel parts of my Benefits in a Card, but keep certain ones. Is that okay?

Speaker speaker\_0: Yeah, of course. Give me one moment. Okay. What, um, what is the name of the staff agency you work for?

Speaker speaker\_1: Creative Circle.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: 4774.

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

Speaker speaker\_1: Um, address, 1219 Webster Street, San Francisco, California 94115. And what was the second part?

Speaker speaker\_0: Date of birth.

Speaker speaker\_1: Oh, October 2nd, 1999.

Speaker speaker\_0: Okay. And I have your phone number as 583-7480?

Speaker speaker\_1: Yes, good response. Yes.

Speaker speaker\_0: And I have your email address as ravena.10.17 at gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And what kind of changes did you want to make today?

Speaker speaker\_1: Um, so I just enrolled in... I had qualified for a different insurance with my employee here, um, which is like a PPO plan, so I'd like to cancel the Benefits in a Card where I had the InSure Plus Basic Plan, as well, as well as the Stay Healthy MEC plan. So I want to cancel both of those, but I'd like to keep the Dental, Vision, and Term Life bundle, Creative... Critical Illness. Yeah.

Speaker speaker\_0: Okay. And what about the Behavioral Health?

Speaker speaker\_1: Um, no. Can we remove that? And then if we were to add it, um, do we have to add that during an enrollment period or something?

Speaker speaker\_0: Yes, ma'am.

Speaker speaker\_1: Um, yeah. We could go ahead and cancel that one. And, and then can we keep the accident as well?

Speaker speaker\_0: Okay, um-

Speaker speaker\_1: It's okay.

Speaker speaker\_0: Okay. If you didn't have gr- um, you didn't have group accident, but I can add it.

Speaker speaker\_1: Okay. Thank you. I don't know what that covers actually. Um, let me see.

Speaker speaker\_0: It's just additional coverage to... It's just some medic, some medical coverage. It would be like-

Speaker speaker\_1: Oh, I-

Speaker speaker\_0: ... addition to your medical you already have.

Speaker speaker\_1: Okay. Maybe I don't need it then. If I didn't have it prior, then that's fine. I think I had just selected the Dental, Vision and Term bundle, right, as well as Critical Illness?

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: Yeah. Okay. I can just keep those, then.

Speaker speaker\_0: Okay. So that brings your weekly deductions down to \$10.41.

Speaker speaker\_1: Yes. And then will I be getting a new card for that, or, um, or could I use-

Speaker speaker\_0: Yep.

Speaker speaker\_1: ... my existing card? So would that be the... One second. It would be, um, the MEC card, so for vision, it'd be MetLife. Um, I don't see the dental information.

Speaker speaker\_0: Dental, you would have received a, um, a American Public Life card.

Speaker speaker\_1: Okay. So dental is American Public Life, vision would be MetLife, and then... Let's see. Yeah. Okay. Sounds good. So just keep... The remaining cards that I have are, would still be working?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay. And then if I do need to access them for whatever reason, I can just go on your guys' website, which is, like, I believe My B-A-I-C something.

Speaker speaker\_0: B-I-A-C.

Speaker speaker\_1: Oh, B-I-A-C yeah. Okay. Sounds good. Thank you.

Speaker speaker\_0: All right. It will take one to two weeks for the staff at UTC to adjust your deductions, okay?

Speaker speaker\_1: Okay. Sounds good. Thank you so much.

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

Speaker speaker\_1: You too. Bye.