

Transcript: Pearl

Rojas-5619437430947840-5461370756186112

Full Transcript

Hi. Good morning. Thank you for calling Benefits In A Card. My name is Pearl. Who is this that I'm speaking with? Uh, my name is JI. And how can I assist you? Um, I'm calling about the benefits renewal with MAU- Okay. ... in South Carolina. Okay. And- I would like to... What? Go ahead, sir. You're fine. Go ahead. Okay. I would like to opt out of all of it; dental, optical- Okay. What- ... health. Me and my wife. Okay. What are the last four digits of your Social? 5503. Okay. Does she work for MAU as well? No. She's... was on my plan though. Okay. And what is your actual date of birth? 9/25/66. All righty. And your address? 226 Lamira Avenue, Greer, South Carolina 29651. All righty. And I have your phone number as 757-927-1333? Yes. And I have your email address as ij1@live.com? Yes. All righty. So you were active already, so I can go ahead and cancel that coverage for you. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay, great. Do you have any questions? I do not. All righty. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits In A Card. My name is Pearl. Who is this that I'm speaking with?

Speaker speaker_1: Uh, my name is JI.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm calling about the benefits renewal with MAU-

Speaker speaker_0: Okay.

Speaker speaker_1: ... in South Carolina.

Speaker speaker_0: Okay. And-

Speaker speaker_1: I would like to... What?

Speaker speaker_0: Go ahead, sir. You're fine. Go ahead.

Speaker speaker_1: Okay. I would like to opt out of all of it; dental, optical-

Speaker speaker_0: Okay. What-

Speaker speaker_1: ... health. Me and my wife.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 5503.

Speaker speaker_0: Okay. Does she work for MAU as well?

Speaker speaker_1: No. She's... was on my plan though.

Speaker speaker_0: Okay. And what is your actual date of birth?

Speaker speaker_1: 9/25/66.

Speaker speaker_0: All righty. And your address?

Speaker speaker_1: 226 Lamira Avenue, Greer, South Carolina 29651.

Speaker speaker_0: All righty. And I have your phone number as 757-927-1333?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as ij1@live.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. So you were active already, so I can go ahead and cancel that coverage for you. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay, great.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: I do not.

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

Speaker speaker_1: Thank you.