

Transcript: Pearl

Rojas-5646274433695744-6421979887091712

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Pearl, my name's Tony Hoch, H-O-C-H. And how may I assist you today? Uh, I'm doing, I'm doing an onboarding process with, uh, ACS or ASC, something like that, um, for the ch- uh, Paige Belcher Golf Course in Tulsa, Oklahoma. Mm-hmm. And I'm reaching the point where I can click to decline any coverage for medical, dental, vision, whatever, because I'm already covered. Mm-hmm. And because I'm retired and I'm on Medicare and Medicaid and I have, um, another coverage for everything else. So- Mm-hmm. ... I, I go through the process. I get down, it says decline, um, that, and it just locks up. It won't let me complete. So they said I could call the, this 800 number and you could mark me off of that. Okay. Uh, what are the last four digits of your social? 7374. And your address and date of birth? 2-1-53. And your address? 11208 South Nandina, with an N as in Nancy, N-A-N-D-I-N-A, Avenue, and it's Jenks, J-E-N-K-S, Oklahoma 74037. Okay. I have your phone number as 918-899-5963. Correct. And I have your email address as tonytiger69@sbcglobal.net. Yes. All righty. I went ahead and let you opted out. Is there anything else I can assist you with? Say that again. I went ahead ... let you opted out. Is there anything else I can assist with? Uh, yes. Yes, I opted out. Yep. I went ahead and processed that for you. Is there anything else I can help you with? Uh, just how do I complete the pro- Oh, here it goes. If it lets me finish it. Okay, thank you. No problem. Have a great day. Mm-hmm. Goodbye.

Conversation Format

Speaker speaker_0: 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_1: Pearl, my name's Tony Hoch, H-O-C-H.

Speaker speaker_0: And how may I assist you today?

Speaker speaker_1: Uh, I'm doing, I'm doing an onboarding process with, uh, ACS or ASC, something like that, um, for the ch- uh, Paige Belcher Golf Course in Tulsa, Oklahoma.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And I'm reaching the point where I can click to decline any coverage for medical, dental, vision, whatever, because I'm already covered.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And because I'm retired and I'm on Medicare and Medicaid and I have, um, another coverage for everything else. So-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: ... I, I go through the process. I get down, it says decline, um, that, and it just locks up. It won't let me complete. So they said I could call the, this 800 number and you could mark me off of that.

Speaker speaker_0: Okay. Uh, what are the last four digits of your social?

Speaker speaker_1: 7374.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 2-1-53.

Speaker speaker_0: And your address?

Speaker speaker_1: 11208 South Nandina, with an N as in Nancy, N-A-N-D-I-N-A, Avenue, and it's Jenks, J-E-N-K-S, Oklahoma 74037.

Speaker speaker_0: Okay. I have your phone number as 918-899-5963.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as tonytiger69@sbcglobal.net.

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. I went ahead and let you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Say that again.

Speaker speaker_0: I went ahead ... let you opted out. Is there anything else I can assist with?

Speaker speaker_1: Uh, yes. Yes, I opted out.

Speaker speaker_0: Yep. I went ahead and processed that for you. Is there anything else I can help you with?

Speaker speaker_1: Uh, just how do I complete the pro- Oh, here it goes. If it lets me finish it. Okay, thank you.

Speaker speaker_0: No problem. Have a great day.

Speaker speaker_1: Mm-hmm. Goodbye.