

Transcript: Pearl

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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? Whoa, that was way too fast. Slow down a little bit. Okay. Hi. Hello? Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Michael Reals. And I would like to cancel my Ben- my... I would like to cancel my Benefits in a Card because I already have my own insurance, my personal insurance. Okay. What's the name of the 70DC you work for? Serge. And the last four digits of your social? 8206. All right, bear with me. No problem. Now, if I could have your address and date of birth. 1171 Shadow Lane, Fernley, Nevada. And 41881. All righty. And I have your phone number as 835-2983? Yes. Can I have your email, jrsr81@gmail.com? Yeah, it's just S-R or J-R, S-R, but yeah, same thing. Okay. And you said you wanted to cancel your coverage, correct? Yes. Uh, I have my own insurance and, uh, I don't need your guys' insurance. Okay. Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'll be two. Uh, why is that? It's not my problem that it's taking a while to process it, because I need all the money from my check. Unfortunately, that is the processing time for the cancellations. So, regardless, this... Since I don't need your insurance, you guys are still trying to benefit from my hard earnings when I don't need you guys. I don't understand that. I mean, I do- I don't know what you, what- what I can, um, how I can explain it differently. That's just what time it's processing here is, uh... You're advised when you do onboarding or you're supposed to be advising you through onboarding of the auto enrollment program. That way, you can take care of the situations before you get enrolled in. Unfortunately, in your case, you were enrolled in the plan and the processing time for cancellations can take up to one to two weeks. Okay. Well, thank you for your time and, uh, how much is gonna be taken out of my check? Your deductions- Because that'll seem like- ... are \$15.16. So, it'll only be \$15 out of this check? Or for the next two weeks, it'll only be \$15? Each week. It's weekly deductions. Okay. All right, thank you for your time. Uh, thank you for canceling my card and, uh, have a wonderful day. You as well. Thank you so much for calling. You're welcome. All right, thank you. Bye.

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: Whoa, that was way too fast. Slow down a little bit.

Speaker speaker_0: Okay. Hi.

Speaker speaker_1: Hello?

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Michael Reals. And I would like to cancel my Ben- my... I would like to cancel my Benefits in a Card because I already have my own insurance, my personal insurance.

Speaker speaker_0: Okay. What's the name of the 70DC you work for?

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 8206.

Speaker speaker_0: All right, bear with me.

Speaker speaker_1: No problem.

Speaker speaker_0: Now, if I could have your address and date of birth.

Speaker speaker_1: 1171 Shadow Lane, Fernley, Nevada. And 41881.

Speaker speaker_0: All righty. And I have your phone number as 835-2983?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email, jrsr81@gmail.com?

Speaker speaker_1: Yeah, it's just S-R or J-R, S-R, but yeah, same thing.

Speaker speaker_0: Okay. And you said you wanted to cancel your coverage, correct?

Speaker speaker_1: Yes. Uh, I have my own insurance and, uh, I don't need your guys' insurance.

Speaker speaker_0: Okay. Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'll be two.

Speaker speaker_1: Uh, why is that? It's not my problem that it's taking a while to process it, because I need all the money from my check.

Speaker speaker_0: Unfortunately, that is the processing time for the cancellations.

Speaker speaker_1: So, regardless, this... Since I don't need your insurance, you guys are still trying to benefit from my hard earnings when I don't need you guys. I don't understand that.

Speaker speaker_0: I mean, I do- I don't know what you, what- what I can, um, how I can explain it differently. That's just what time it's processing here is, uh... You're advised when you do onboarding or you're supposed to be advising you through onboarding of the auto enrollment program. That way, you can take care of the situations before you get enrolled in.

Unfortunately, in your case, you were enrolled in the plan and the processing time for cancellations can take up to one to two weeks.

Speaker speaker_1: Okay. Well, thank you for your time and, uh, how much is gonna be taken out of my check?

Speaker speaker_0: Your deductions-

Speaker speaker_1: Because that'll seem like-

Speaker speaker_0: ... are \$15.16.

Speaker speaker_1: So, it'll only be \$15 out of this check? Or for the next two weeks, it'll only be \$15?

Speaker speaker_0: Each week. It's weekly deductions.

Speaker speaker_1: Okay. All right, thank you for your time. Uh, thank you for canceling my card and, uh, have a wonderful day.

Speaker speaker_0: You as well. Thank you so much for calling.

Speaker speaker_2: You're welcome.

Speaker speaker_1: All right, thank you. Bye.