

Transcript: Pearl

Rojas-5865630217060352-5504413501800448

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I, who do I have the pleasure of speaking with? Um, hi, Pearl. My name is Sarah Peterson. And how can I assist you? Um, so, uh, I work for a temp agency or an employment agency and they gave me your phone number to call and opt out of the benefits that's being taken from my check. But I just, I don't know how to do that. Okay. What's the name of the staffing agency? Uh, that's Doherty. D-O-H-E-R-T-Y Staffing Agency. All righty. And the last four digits of your Social? 0660. All righty. And if you could verify your address and date of birth. 8570 120th Street Southwest, Apartment 3, Motley, 56466 and my date of birth is 8/6 of '85. All righty. And I have your phone number as 218-221-0855? Yes. Can I have your phone num- your email address as sarahann.p@live.com? That's correct, yes. All right. So taking a look at your account here, you actually have a court order in place, so we're unable to cancel your coverage. Uh, if you do want the coverage canceled, you have to reach out to that, uh, issuing agency and have them send us a letter of termination and then we will process that from there. But until so, we are unable to cancel your coverage. And what is it? A court order. For what? For coverage, um, for coverage for, for your, for children. Yeah. No, I have custody of my kids. I don't understand what a court order would be about. I have separate insurance for them. I'm not sure. You, we did receive a court order that you are obligated to have, um, certain coverage and until we receive a letter from them stating you no longer have to have this coverage, we're unable to cancel it. Uh, if you like, I can give you their phone number that we have here, um- Oh, yeah. That would be good. ... to be able to reach them. All righty, whenever you're ready. Sure. Just let me know. Yep, give me one second. Okay, go ahead. All right. That phone number is 218-824-1260. 1260? I'm sorry, 1260. 6-0. Okay. 1260. Yes, ma'am. Okay, thank you. You're lucky I can understand you or even talk fast myself, because most people wouldn't be able to hold a conversation with you. So thank you. Have a good day. You as well.

Conversation Format

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

Speaker speaker_1: Um, hi, Pearl. My name is Sarah Peterson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so, uh, I work for a temp agency or an employment agency and they gave me your phone number to call and opt out of the benefits that's being taken from my check. But I just, I don't know how to do that.

Speaker speaker_0: Okay. What's the name of the staffing agency?

Speaker speaker_1: Uh, that's Doherty. D-O-H-E-R-T-Y Staffing Agency.

Speaker speaker_0: All righty. And the last four digits of your Social?

Speaker speaker_1: 0660.

Speaker speaker_0: All righty. And if you could verify your address and date of birth.

Speaker speaker_1: 8570 120th Street Southwest, Apartment 3, Motley, 56466 and my date of birth is 8/6 of '85.

Speaker speaker_0: All righty. And I have your phone number as 218-221-0855?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your phone num- your email address as sarahann.p@live.com?

Speaker speaker_1: That's correct, yes.

Speaker speaker_0: All right. So taking a look at your account here, you actually have a court order in place, so we're unable to cancel your coverage. Uh, if you do want the coverage canceled, you have to reach out to that, uh, issuing agency and have them send us a letter of termination and then we will process that from there. But until so, we are unable to cancel your coverage.

Speaker speaker_1: And what is it?

Speaker speaker_0: A court order.

Speaker speaker_1: For what?

Speaker speaker_0: For coverage, um, for coverage for, for your, for children.

Speaker speaker_1: Yeah. No, I have custody of my kids. I don't understand what a court order would be about. I have separate insurance for them.

Speaker speaker_0: I'm not sure. You, we did receive a court order that you are obligated to have, um, certain coverage and until we receive a letter from them stating you no longer have to have this coverage, we're unable to cancel it. Uh, if you like, I can give you their phone number that we have here, um-

Speaker speaker_1: Oh, yeah. That would be good.

Speaker speaker_0: ... to be able to reach them. All righty, whenever you're ready.

Speaker speaker_1: Sure.

Speaker speaker_0: Just let me know.

Speaker speaker_1: Yep, give me one second. Okay, go ahead.

Speaker speaker_0: All right. That phone number is 218-824-1260.

Speaker speaker_1: 1260?

Speaker speaker_0: I'm sorry, 1260. 6-0.

Speaker speaker_1: Okay. 1260.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Okay, thank you. You're lucky I can understand you or even talk fast myself, because most people wouldn't be able to hold a conversation with you. So thank you. Have a good day.

Speaker speaker_0: You as well.