

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? Yes, my name is Tanya Williams-Hudson, and I'm an employee of Surge Staffing. And I realized once I received my end-of-year, like, statement, I received a, um, statement that I was getting insurance deducted, and I didn't sign up for it. I need to cancel it 'cause my husband carries me under his insurance as well as our kids. Um... Okay. What are the last four digits of your social? 7073. And your address and date of birth? Uh, my address is 130 Kennedy Boulevard, Jackson, Georgia 30233, and date of birth is December 12th, 1973. All righty. And I have your phone number as 217-600-1707? That is correct. And I have your email address at zariarose73@aol.com? That is correct as well. I... And you said you wanted to cancel, correct? Correct. Yeah, 'cause my husband carries me under his vision and health and dental and everything. We have full benefits under his plan. All righty. 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. Because I didn't even realize it was getting deducted because I never get my check stubs because I get paid direct deposit, and I never have access to the portal. So I was... get my direct deposit and I'm like, "Oh, okay. My check is in my account," and I never look at it, like the actual breakdown of my check. So yeah, that's partly my fault too 'cause I didn't realize I'd been getting money deducted for insurance benefits, so... No worries. I went ahead and processed that, that, um, cancellation for you, and it'll just take one to two weeks. Okay, thank you. No problem. Thank you for calling. You have a great day. Uh-huh. You too.

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: Yes, my name is Tanya Williams-Hudson, and I'm an employee of Surge Staffing. And I realized once I received my end-of-year, like, statement, I received a, um, statement that I was getting insurance deducted, and I didn't sign up for it. I need to cancel it 'cause my husband carries me under his insurance as well as our kids. Um...

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

Speaker speaker_1: 7073.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Uh, my address is 130 Kennedy Boulevard, Jackson, Georgia 30233, and date of birth is December 12th, 1973.

Speaker speaker_0: All righty. And I have your phone number as 217-600-1707?

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your email address at zariarose73@aol.com?

Speaker speaker_1: That is correct as well.

Speaker speaker_0: I... And you said you wanted to cancel, correct?

Speaker speaker_1: Correct. Yeah, 'cause my husband carries me under his vision and health and dental and everything. We have full benefits under his plan.

Speaker speaker_0: All righty. 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. Because I didn't even realize it was getting deducted because I never get my check stubs because I get paid direct deposit, and I never have access to the portal. So I was... get my direct deposit and I'm like, "Oh, okay. My check is in my account," and I never look at it, like the actual breakdown of my check. So yeah, that's partly my fault too 'cause I didn't realize I'd been getting money deducted for insurance benefits, so...

Speaker speaker_0: No worries. I went ahead and processed that, that, um, cancellation for you, and it'll just take one to two weeks.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: Uh-huh. You too.