

Transcript: Pearl

Rojas-5962564511645696-6049676460212224

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Hello, good morning. My name is Esmeralda. I recently started at a agency with you guy... Um, well you're, you are the insurance for my agency, but they told me I gotta get in contact with you. I'm trying to cancel. I accidentally put that I needed it, but I already have insurance somewhere else, so I wanted to, I wanted to... They told me I gotta contact y'all. Okay, what's the name of the company? You can help me cancel my agency. Uh, pers- personnel. Just personnel? Per- personnel... I believe it's called personnel agency. Just one moment. Personnel staffing. It's called, yeah, it's per- Preferred Personnel. Okay, give me one moment. Preferred Personnel. Okay, don't have a second to see what that means. Uh, it's called um... They gave me this... It's called Preferred Personnel Solutions. No, I don't have... I don't have a second to see what's that name. Um, that's the name they gave you at the agency? That's the agency, yes. I don't have... I have a, I have a Partners Personnel, I have a Pri- or Priority Personnel- Okay, it's Par- I don't- It's Partners, it's Partners Personnel. Sorry. And what are the last four digits of your social? 6555. And you said your first name is Esmeralda? Yes. Okay. I'm not showing an account with your name, and with your... But that's four of your social on that Staffing Agency. I'm sorry? I'm not showing an account with that, with those, so, with that social and that agency. Okay. What the heck? Okay. Uh, I gotta figure it out then, because they gave me this number and I don't want, I don't wanna get charged for insurance if I don't need it. Yep. I would just give them a call and confirm that the agency's name, um, and then we'll be able to find it when you do confirm that- What, what was the, what was the other agency? What was that? You said, what was the other one? You said Partners Personnel and what else? Priority. It should be Partners Personnel. I'm not showing an account with- What about my- ... your first name. Is my last name, it said... Did they, did they put me as Patino or Vega? I mean, I wouldn't know unless I pulled up an account. And with your first name, there's an account showing... What are the last... Let's see here one second. These are the last four of your social card, 65555? Yeah, my last four is 6555. Okay. Yeah. That I don't have a, an account with your name. Is that... Yeah, she said, "Hello, this is Nedra with Partners Personnel." How long have you been working with them? I started today. Okay. So that's, um, that's probably the issue. We don't have, have... We don't have your information yet. They haven't sent it over. I can create you an account, um, and they'll see that you don't want the coverage. Um, but that's why we need to find out- Yeah, can we check? 'Cause I wanna go ahead and take, take it off, if you don't mind. I'm sorry. What is, uh, your full social? 60711 6555. Okay. And you said your, your name is Esmeralda? Vega Patino. Esmeralda Vega Patino. Vegas without the S, like Las Vegas without the S, and then Patino, P-A-T-I-N-O. And your address? 75... 75 Hillcrest, H-I-L-L-C-R-E-S-T Drive, Southeast Austell, Georgia. And the ZIP code? 30168. Your date of birth? July 20th, 1998.

Your phone number? My phone number is 593-6466. Ready, and you did decline coverage today, correct? I'm sorry? And you said you decline any coverage today, correct? Yes, I don't... I'm declining all the coverage. I don't need it. All right. I went ahead and got you, um, opted out. Is there anything else I can assist you with? That was it. Thank you so much for calling. You have a great day. Thank you.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker_1: Hello, good morning. My name is Esmeralda. I recently started at a agency with you guy... Um, well you're, you are the insurance for my agency, but they told me I gotta get in contact with you. I'm trying to cancel. I accidentally put that I needed it, but I already have insurance somewhere else, so I wanted to, I wanted to... They told me I gotta contact y'all.

Speaker speaker_0: Okay, what's the name of the company?

Speaker speaker_1: You can help me cancel my agency.

Speaker speaker_0: Uh, pers- personnel. Just personnel?

Speaker speaker_1: Per- personnel... I believe it's called personnel agency.

Speaker speaker_0: Just one moment.

Speaker speaker_1: Personnel staffing. It's called, yeah, it's per- Preferred Personnel.

Speaker speaker_0: Okay, give me one moment. Preferred Personnel. Okay, don't have a second to see what that means.

Speaker speaker_1: Uh, it's called um... They gave me this... It's called Preferred Personnel Solutions.

Speaker speaker_0: No, I don't have... I don't have a second to see what's that name. Um, that's the name they gave you at the agency?

Speaker speaker_1: That's the agency, yes.

Speaker speaker_0: I don't have... I have a, I have a Partners Personnel, I have a Pri- or Priority Personnel-

Speaker speaker_1: Okay, it's Par-

Speaker speaker_0: I don't-

Speaker speaker_1: It's Partners, it's Partners Personnel. Sorry.

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

Speaker speaker_1: 6555.

Speaker speaker_0: And you said your first name is Esmeralda?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I'm not showing an account with your name, and with your... But that's four of your social on that Staffing Agency.

Speaker speaker_1: I'm sorry?

Speaker speaker_0: I'm not showing an account with that, with those, so, with that social and that agency.

Speaker speaker_1: Okay. What the heck? Okay. Uh, I gotta figure it out then, because they gave me this number and I don't want, I don't wanna get charged for insurance if I don't need it.

Speaker speaker_0: Yep. I would just give them a call and confirm that the agency's name, um, and then we'll be able to find it when you do confirm that-

Speaker speaker_1: What, what was the, what was the other agency? What was that? You said, what was the other one? You said Partners Personnel and what else?

Speaker speaker_0: Priority.

Speaker speaker_1: It should be Partners Personnel.

Speaker speaker_0: I'm not showing an account with-

Speaker speaker_1: What about my-

Speaker speaker_0: ... your first name.

Speaker speaker_1: Is my last name, it said... Did they, did they put me as Patino or Vega?

Speaker speaker_0: I mean, I wouldn't know unless I pulled up an account. And with your first name, there's an account showing... What are the last... Let's see here one second. These are the last four of your social card, 65555?

Speaker speaker_1: Yeah, my last four is 6555.

Speaker speaker_0: Okay. Yeah. That I don't have a, an account with your name.

Speaker speaker_1: Is that... Yeah, she said, "Hello, this is Nedra with Partners Personnel."

Speaker speaker_0: How long have you been working with them?

Speaker speaker_1: I started today.

Speaker speaker_0: Okay. So that's, um, that's probably the issue. We don't have, have... We don't have your information yet. They haven't sent it over. I can create you an account, um, and they'll see that you don't want the coverage. Um, but that's why we need to find out-

Speaker speaker_1: Yeah, can we check? 'Cause I wanna go ahead and take, take it off, if you don't mind. I'm sorry.

Speaker speaker_0: What is, uh, your full social?

Speaker speaker_1: 60711 6555.

Speaker speaker_0: Okay. And you said your, your name is Esmeralda?

Speaker speaker_1: Vega Patino. Esmeralda Vega Patino. Vegas without the S, like Las Vegas without the S, and then Patino, P-A-T-I-N-O.

Speaker speaker_0: And your address?

Speaker speaker_1: 75... 75 Hillcrest, H-I-L-L-C-R-E-S-T Drive, Southeast Austell, Georgia.

Speaker speaker_0: And the ZIP code?

Speaker speaker_1: 30168.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: July 20th, 1998.

Speaker speaker_0: Your phone number?

Speaker speaker_1: My phone number is 593-6466.

Speaker speaker_0: Ready, and you did decline coverage today, correct?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: And you said you decline any coverage today, correct?

Speaker speaker_1: Yes, I don't... I'm declining all the coverage. I don't need it.

Speaker speaker_0: All right. I went ahead and got you, um, opted out. Is there anything else I can assist you with?

Speaker speaker_1: That was it.

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

Speaker speaker_1: Thank you.