

Transcript: Pearl

Rojas-5990099890257920-5998719302418432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who are you speaking with? It's Venita. And how can I assist you? Okay. I was... I tried to get online but it said I need to give y'all a call. I want to cancel, um, the medical... I want to cancel everything but the life insurance on my, um, on my plan, I guess. Agencies you work for? Uh, TRT. And the last four digits of your Social? 6989. All righty. And what is your name, I'm sorry? Ma'am, um, it's Venita Megans. Okay. And if you can confirm your address and date of birth? 708 Apple Street, Wilmington, North Carolina 27217. 72681. All righty. And I have your phone number at 336-343-9448. Correct. All righty. And you said you wanted to cancel everything except for that term life, correct? Yes, uh, life insur- the life insurance I have on me and the four, the four that I have on me. All righty. So we're canceling your medical, dental, short-term disability, and group accident. Mm-hmm. Okay. So that brings your weekly deductions down to \$2.51. Okay. All right. And it will take one to two weeks for the staffing agency to adjust your deductions. Um, and then you'll go down to that \$2.51, okay? Okay. All right. Thank you. Thank you so much for calling. You have a great day. Wait! Let me ask you. You just took out... You didn't take out both life insurers, right? No. The life insurer is still active, but it's complete with child. Okay. All right. All right. All right. Thank you. Thank you so much for calling. Have a great day. Uh-huh. All right.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodles. Who are you speaking with?

Speaker speaker_2: It's Venita.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay. I was... I tried to get online but it said I need to give y'all a call. I want to cancel, um, the medical... I want to cancel everything but the life insurance on my, um, on my plan, I guess.

Speaker speaker_1: Agencies you work for?

Speaker speaker_2: Uh, TRT.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 6989.

Speaker speaker_1: All righty. And what is your name, I'm sorry?

Speaker speaker_2: Ma'am, um, it's Venita Megans.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth?

Speaker speaker_2: 708 Apple Street, Wilmington, North Carolina 27217. 72681.

Speaker speaker_1: All righty. And I have your phone number at 336-343-9448.

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And you said you wanted to cancel everything except for that term life, correct?

Speaker speaker_2: Yes, uh, life insur- the life insurance I have on me and the four, the four that I have on me.

Speaker speaker_1: All righty. So we're canceling your medical, dental, short-term disability, and group accident.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Okay. So that brings your weekly deductions down to \$2.51.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: And it will take one to two weeks for the staffing agency to adjust your deductions. Um, and then you'll go down to that \$2.51, okay?

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Wait! Let me ask you. You just took out... You didn't take out both life insurers, right?

Speaker speaker_1: No. The life insurer is still active, but it's complete with child.

Speaker speaker_2: Okay. All right.

Speaker speaker_1: All right.

Speaker speaker_2: All right. Thank you.

Speaker speaker_1: Thank you so much for calling. Have a great day. Uh-huh.

Speaker speaker_2: All right.