

Transcript: Pearl

Rojas-6032544468779008-5359083043897344

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Joel Routley. And how can I assist you? Um, I just called and talked about signing up for medical benefits, and I would like to, uh, cancel that. Okay, so did you, did you sign up or did you just, were just asking about coverage? Uh, I was asking about coverage, but I did sign up until further notice. Uh- Okay, so- ... and this is the further notice. Okay, now, what is the name of the staffing agency you work for? I do not know. I'm sorry. What was that? I do not remember. Well, I do need the name of the staffing agency to find your account. Send me and I can give you the information to find that account. Well, that's what I need Oh, oh, oh, what staffing agency? Oh, Project Personnel. I thought you said... I thought you were thinking about whoever's just on the phone with me. My apologies. No, no, your staffing agency. Yes. Uh, Project Personnel. Project Personnel, okay. Um, Project Personnel, or- Oh, yeah, oh sorry. ... Partner? Sorry, Partner Personnel. Partner Personnel. Okay, and what are the last four digits of your Social? 732. All righty. And can I have your address and date of birth, please? Um, May 16th, 2003, 5672 Peachtree Parkway, Peachtree Corners, Georgia. Okay, and I have your phone number as 602-1666? Yes. And I have your email as joelroutley@gmail.com? Correct. All righty. And, uh, you said you wanted to cancel that, that enrollment, correct? Yeah. Um, I'd also like to ask, uh, I was told about a lot of different medical options for the benefits. Are there any, are there any retirement benefits? I'm sorry, are there any what benefits? Retirement. Um, that you would have to ask your staffing agency, we just do, uh, healthcare. Okay. Yes, ma'am. Thank you. No problem. Um, so I'll go ahead and cancel your pending enrollment. All righty. That went ahead and got canceled so you shouldn't see any deductions. Do you have any questions? Uh, no. Thank you very much. Thank you so much for calling. You have a great day. You as well.

Conversation Format

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

Speaker speaker_1: 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_2: Hi, my name is Joel Routley.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I just called and talked about signing up for medical benefits, and I would like to, uh, cancel that.

Speaker speaker_1: Okay, so did you, did you sign up or did you just, were just asking about coverage?

Speaker speaker_2: Uh, I was asking about coverage, but I did sign up until further notice. Uh-

Speaker speaker_1: Okay, so-

Speaker speaker_2: ... and this is the further notice.

Speaker speaker_1: Okay, now, what is the name of the staffing agency you work for?

Speaker speaker_2: I do not know.

Speaker speaker_1: I'm sorry. What was that?

Speaker speaker_2: I do not remember.

Speaker speaker_1: Well, I do need the name of the staffing agency to find your account.

Speaker speaker_2: Send me and I can give you the information to find that account.

Speaker speaker_1: Well, that's what I need

Speaker speaker_2: Oh, oh, oh, what staffing agency? Oh, Project Personnel. I thought you said... I thought you were thinking about whoever's just on the phone with me. My apologies.

Speaker speaker_1: No, no, your staffing agency.

Speaker speaker_2: Yes. Uh, Project Personnel.

Speaker speaker_1: Project Personnel, okay. Um, Project Personnel, or-

Speaker speaker_2: Oh, yeah, oh sorry.

Speaker speaker_1: ... Partner?

Speaker speaker_2: Sorry, Partner Personnel. Partner Personnel.

Speaker speaker_1: Okay, and what are the last four digits of your Social?

Speaker speaker_2: 732.

Speaker speaker_1: All righty. And can I have your address and date of birth, please?

Speaker speaker_2: Um, May 16th, 2003, 5672 Peachtree Parkway, Peachtree Corners, Georgia.

Speaker speaker_1: Okay, and I have your phone number as 602-1666?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email as joelroutley@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And, uh, you said you wanted to cancel that, that enrollment, correct?

Speaker speaker_2: Yeah. Um, I'd also like to ask, uh, I was told about a lot of different medical options for the benefits. Are there any, are there any retirement benefits?

Speaker speaker_1: I'm sorry, are there any what benefits?

Speaker speaker_2: Retirement.

Speaker speaker_1: Um, that you would have to ask your staffing agency, we just do, uh, healthcare.

Speaker speaker_2: Okay. Yes, ma'am. Thank you.

Speaker speaker_1: No problem. Um, so I'll go ahead and cancel your pending enrollment. All righty. That went ahead and got canceled so you shouldn't see any deductions. Do you have any questions?

Speaker speaker_2: Uh, no. Thank you very much.

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

Speaker speaker_2: You as well.