

Transcript: Pearl

Rojas-6064685030227968-5635350343368704

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Cheryl. Uh, what can I help you with? Okay. Um, Julian Hernandez. And how can I assist you? Huh? Um, yes, I wanted to decline my, um, insurance. Um- Okay. ... I think I have till the 31st. Um... Okay. What's the name of this opportunity you work for? Um, I'm working for SST, Superior Skilled Trades. All right, give me one moment. I don't believe they have auto enrollment. Give me one moment. Um, SST doesn't have auto enrollment, so if you don't want the coverage you simply just don't fill out the enrollment form, okay? Okay. I think I had it before, so that's why I think, um... I'm not sure if I still have it or not. Okay, when is the last- I just wanted to make sure that I didn't have it. Okay, no problem. What is the last four digits of your Social? Uh, 6823. All right. Give me one moment. And you can verify your address and date of birth for me. Uh, 735 Threadneedle Street, Beaumont, Texas 77705, and my birthday is March the 20th, 1999. All right. I have your phone number as 239-4486. Yes. And I have your email address as JJulian52@yahoo.com? I think it's, um, HJulian... Should be Hajulian52@yahoo.com. All right. So, you are currently enrolled in coverage. I can cancel that for you if you like. Yes, could you cancel it? Of course. 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. You have any questions? Uh, no, that's it for me. Okay. Thank you so much for calling. You have a good day. Uh, you too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Cheryl. Uh, what can I help you with? Okay.

Speaker speaker_1: Um, Julian Hernandez.

Speaker speaker_0: And how can I assist you? Huh?

Speaker speaker_1: Um, yes, I wanted to decline my, um, insurance. Um-

Speaker speaker_0: Okay.

Speaker speaker_1: ... I think I have till the 31st. Um...

Speaker speaker_0: Okay. What's the name of this opportunity you work for?

Speaker speaker_1: Um, I'm working for SST, Superior Skilled Trades.

Speaker speaker_0: All right, give me one moment. I don't believe they have auto enrollment. Give me one moment. Um, SST doesn't have auto enrollment, so if you don't want the coverage you simply just don't fill out the enrollment form, okay?

Speaker speaker_1: Okay. I think I had it before, so that's why I think, um... I'm not sure if I still have it or not.

Speaker speaker_0: Okay, when is the last-

Speaker speaker_1: I just wanted to make sure that I didn't have it.

Speaker speaker_0: Okay, no problem. What is the last four digits of your Social?

Speaker speaker_1: Uh, 6823.

Speaker speaker_0: All righty. Give me one moment. And you can verify your address and date of birth for me.

Speaker speaker_1: Uh, 735 Threadneedle Street, Beaumont, Texas 77705, and my birthday is March the 20th, 1999.

Speaker speaker_0: All right. I have your phone number as 239-4486.

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as JJulian52@yahoo.com?

Speaker speaker_1: I think it's, um, HJulian... Should be Hajulian52@yahoo.com.

Speaker speaker_0: All right. So, you are currently enrolled in coverage. I can cancel that for you if you like.

Speaker speaker_1: Yes, could you cancel it?

Speaker speaker_0: Of course. 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.

Speaker speaker_0: You have any questions?

Speaker speaker_1: Uh, no, that's it for me.

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

Speaker speaker_1: Uh, you too. Thank you. Bye-bye.