

## **Transcript: Pearl**

**Rojas-6119933516660736-6662465757593600**

### **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 , who can I have the pleasure of speaking with? Uh, my name is Nate. And I'm going to Mm-hmm. ... register Mr. Nate . Um, so y- your guys' open enrollment is this month, correct? For which staffing agency? What's that? For which staffing agency? ATC? Yes. Okay. Um, well, I don't know if I'm talking to the right person, um, but I would like to un-enroll, because I've been going through you guys for a few months now and I just need to see what I need to do to, um, to get off the plan. Okay, so you want to cancel your coverage? Yes. And what are the last four digits of your social? 6023. All righty, and can you verify your address and date of birth? Yep. 1726 Arbor View Lane, Howell, Michigan. And then, uh, date of birth is 2/12/84. I'm sorry, what's that? Can you give your full- Oh, I'm sorry. You're cutting out. I'm . Hello? Can you hear me? Hello? Yes. There you are. Can you give me your full name- Are you there? Okay. Yes. It's, uh, Nathaniel Roy Parish. Okay. And I have your phone number as 517-319-. Yes. Hello? Hello? Yes, can you hear me? There you are. Yes. Okay. Um, I have your phone number as 517-319-7382. That's correct. And I have your email address as napar68@gmail.com. That's it. All righty. So because open enrollment for ATC doesn't start until the 9th, I can currently cancel for your ex- um, but, uh, for that medical pr- uh, the medical plan, we would have to wait until at least the 9th. Okay. Now would I have to call back on the 9th to cancel it, or? Yes, you would have to call back. So I- it's just however you prefer. You w- could cancel all three at once, or wait until the 9th, I mean, to cancel those two now and then that one called back, or just wait and call back on the 9th, um, to cancel all three. However you prefer. Let's go ahead and cancel the two now and then I'll call back on the 9th and cancel the last one. All righty. Give me one moment. I'm placed in hold. Yep. All righty. So thank you so much for holding, Mr. Parish. So your weekly deductions will go down for now until f- till \$43.41. It takes one to three weeks for the staffing agency to adjust those deductions- Okay. ... um, and then on the, on the 9th or any day after that, you can give us a call and we'll cancel that medical plan for you. All right. Thank you so much for your help. No problem. Thank you so much for calling. You have a great day. Yep. Bye-bye.

### **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 , who can I have the pleasure of speaking with?

Speaker speaker\_2: Uh, my name is Nate.

Speaker speaker\_1: And I'm going to

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_1: ... register Mr. Nate .

Speaker speaker\_2: Um, so y- your guys' open enrollment is this month, correct?

Speaker speaker\_1: For which staffing agency?

Speaker speaker\_2: What's that?

Speaker speaker\_1: For which staffing agency?

Speaker speaker\_2: ATC?

Speaker speaker\_1: Yes.

Speaker speaker\_2: Okay. Um, well, I don't know if I'm talking to the right person, um, but I would like to un-enroll, because I've been going through you guys for a few months now and I just need to see what I need to do to, um, to get off the plan.

Speaker speaker\_1: Okay, so you want to cancel your coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And what are the last four digits of your social?

Speaker speaker\_2: 6023.

Speaker speaker\_3: All righty, and can you verify your address and date of birth?

Speaker speaker\_2: Yep. 1726 Arbor View Lane, Howell, Michigan. And then, uh, date of birth is 2/12/84. I'm sorry, what's that?

Speaker speaker\_1: Can you give your full-

Speaker speaker\_2: Oh, I'm sorry. You're cutting out.

Speaker speaker\_1: I'm .

Speaker speaker\_2: Hello? Can you hear me?

Speaker speaker\_1: Hello? Yes.

Speaker speaker\_2: There you are.

Speaker speaker\_1: Can you give me your full name-

Speaker speaker\_2: Are you there? Okay. Yes. It's, uh, Nathaniel Roy Parish.

Speaker speaker\_1: Okay. And I have your phone number as 517-319-.

Speaker speaker\_2: Yes. Hello? Hello?

Speaker speaker\_1: Yes, can you hear me?

Speaker speaker\_2: There you are. Yes.

Speaker speaker\_1: Okay. Um, I have your phone number as 517-319-7382.

Speaker speaker\_2: That's correct.

Speaker speaker\_1: And I have your email address as napar68@gmail.com.

Speaker speaker\_2: That's it.

Speaker speaker\_1: All righty. So because open enrollment for ATC doesn't start until the 9th, I can currently cancel for your ex- um, but, uh, for that medical pr- uh, the medical plan, we would have to wait until at least the 9th.

Speaker speaker\_2: Okay. Now would I have to call back on the 9th to cancel it, or?

Speaker speaker\_1: Yes, you would have to call back. So I- it's just however you prefer. You w- could cancel all three at once, or wait until the 9th, I mean, to cancel those two now and then that one called back, or just wait and call back on the 9th, um, to cancel all three. However you prefer.

Speaker speaker\_2: Let's go ahead and cancel the two now and then I'll call back on the 9th and cancel the last one.

Speaker speaker\_1: All righty. Give me one moment. I'm placed in hold.

Speaker speaker\_2: Yep.

Speaker speaker\_1: All righty. So thank you so much for holding, Mr. Parish. So your weekly deductions will go down for now until f- till \$43.41. It takes one to three weeks for the staffing agency to adjust those deductions-

Speaker speaker\_2: Okay.

Speaker speaker\_1: ... um, and then on the, on the 9th or any day after that, you can give us a call and we'll cancel that medical plan for you.

Speaker speaker\_2: All right. Thank you so much for your help.

Speaker speaker\_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker\_2: Yep. Bye-bye.