

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who ... you're speaking with? Sure. Good afternoon. My name is Olga Sanchez. And how can I assist you, Ms. Sanchez? Um, I emailed the information and we're trying to get, um, our coverage canceled and, um, w- haven't heard back and we're just, I was just checking in. Okay. When did you send that information? I sent it on, I can't remember if on Tuesday or Wednesday, to be honest. Of this week? Yes. Okay. What's the name of the staffing agency you work for? MAU. MAU. And the last four digits of your Social? It's going to be actually under my husband, um, 4268. Okay. And are you on the policy with him? Yes, I am. Okay. What's his name? Ali, A-L-I, Sandoval. Okay. And if you can provide Mr. Sandoval's address and date of birth? Um, 25 Serene Street, uh, Anderson, South Carolina, 29624. Date of birth's 02/07/81. Okay. ... share, bear with me. Yeah. Okay. So it looks like they gave you a call, um, yesterday, letting you know that the, the paperwork was approved and the cancellation was processed. It does take one to two weeks for it to be completely processed. So h- he may see one or two more deductions, but at most, it'd be two. Okay. Sounds good. Thank you. Thank you for calling. Have a good day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who ... you're speaking with?

Speaker speaker_1: Sure. Good afternoon. My name is Olga Sanchez.

Speaker speaker_0: And how can I assist you, Ms. Sanchez?

Speaker speaker_1: Um, I emailed the information and we're trying to get, um, our coverage canceled and, um, w- haven't heard back and we're just, I was just checking in.

Speaker speaker_0: Okay. When did you send that information?

Speaker speaker_1: I sent it on, I can't remember if on Tuesday or Wednesday, to be honest.

Speaker speaker_0: Of this week?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: MAU. MAU.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: It's going to be actually under my husband, um, 4268.

Speaker speaker_0: Okay. And are you on the policy with him?

Speaker speaker_1: Yes, I am.

Speaker speaker_0: Okay. What's his name?

Speaker speaker_1: Ali, A-L-I, Sandoval.

Speaker speaker_0: Okay. And if you can provide Mr. Sandoval's address and date of birth?

Speaker speaker_1: Um, 25 Serene Street, uh, Anderson, South Carolina, 29624. Date of birth's 02/07/81.

Speaker speaker_0: Okay. ... share, bear with me.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So it looks like they gave you a call, um, yesterday, letting you know that the, the paperwork was approved and the cancellation was processed. It does take one to two weeks for it to be completely processed. So h- he may see one or two more deductions, but at most, it'd be two.

Speaker speaker_1: Okay. Sounds good. Thank you.

Speaker speaker_0: Thank you for calling. Have a good day.

Speaker speaker_1: You too. Bye-bye.