

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Card. My name is Pearl. Who does plus you're speaking with? Hi, um, my name is Zoey Norgard. And how can I assist you? Um, so I recently, um, uh, was finished with my contract, uh, with Creative Circle, and I had my insurance, um, through you. I was getting, um, just something taken out of my paycheck to pay for it. Um, but I'm going to go on... Or I'm trying to apply for, uh, health insurance just, you know, through the State of Minnesota, but they need a document that says when my coverage ended. Um, is that something that you can provide me with or tell me how I can get? Um... Yes, I can send you a statement of coverage. What is the name of the... You said Creative Circle, correct? Mm-hmm. And what is the last four digits of your social? Um, 5506. All righty. And what is your address and date of birth? 895 Clarence Street, St. Paul, Minnesota 55106, and date of birth is 8/20/'84. All righty. And I have your phone number as 320-224-7791? Yep. I have your email address as your first name knesign@gmail.com? That's it. All righty. Let's take a look here. Hm. Okay, so your coverage isn't canceled yet. Um, I do know- Oh. ... that you said you don't work for them anymore. Because you haven't canceled, it's not can- it doesn't have a cancel date yet, so I can't do something- Oh, okay. ... to put your cancellation date on it. Can I... Okay. Can I cancel it with you right now? Yeah, of course. Okay, cool. We need to know- Cancel. Okay, bear with me one moment. Okay. All right. Bear with me one moment. I'll place you on a brief hold, okay? Okay. No problem. Thank you so much for holding, Ms. Norgard. So I did- Yeah. ... process the cancellation. We have an estimated... Well, we have a cancellation date of, um, 5/11, but I wouldn't be able to send you a document until that cancellation actually processes through. So if you want to give us a call- Okay. ... the 12th of May, that cancellation should have processed and we'll be able to send you that statement of coverage, okay? Just give us a call and let us know- Okay. ... that you want a, um, coverage es- uh, statement of coverage sent, and we'll be able to get that sent to you, okay? Okay. All right. Thanks so much. No problem. Thank you for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Card. My name is Pearl. Who does plus you're speaking with?

Speaker speaker_1: Hi, um, my name is Zoey Norgard.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I recently, um, uh, was finished with my contract, uh, with Creative Circle, and I had my insurance, um, through you. I was getting, um, just something taken out of my paycheck to pay for it. Um, but I'm going to go on... Or I'm trying to apply for, uh, health insurance just, you know, through the State of Minnesota, but they need a document that says when my coverage ended. Um, is that something that you can provide me with or tell me how I can get?

Speaker speaker_0: Um... Yes, I can send you a statement of coverage. What is the name of the... You said Creative Circle, correct?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And what is the last four digits of your social?

Speaker speaker_1: Um, 5506.

Speaker speaker_0: All righty. And what is your address and date of birth?

Speaker speaker_1: 895 Clarence Street, St. Paul, Minnesota 55106, and date of birth is 8/20/84.

Speaker speaker_0: All righty. And I have your phone number as 320-224-7791?

Speaker speaker_1: Yep.

Speaker speaker_0: I have your email address as your first name kndesign@gmail.com?

Speaker speaker_1: That's it.

Speaker speaker_0: All righty. Let's take a look here. Hm. Okay, so your coverage isn't canceled yet. Um, I do know-

Speaker speaker_1: Oh.

Speaker speaker_0: ... that you said you don't work for them anymore. Because you haven't canceled, it's not can- it doesn't have a cancel date yet, so I can't do something-

Speaker speaker_1: Oh, okay.

Speaker speaker_0: ... to put your cancellation date on it.

Speaker speaker_1: Can I... Okay. Can I cancel it with you right now?

Speaker speaker_0: Yeah, of course.

Speaker speaker_1: Okay, cool.

Speaker speaker_2: We need to know-

Speaker speaker_0: Cancel. Okay, bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Bear with me one moment. I'll place you on a brief hold, okay?

Speaker speaker_1: Okay. No problem.

Speaker speaker_0: Thank you so much for holding, Ms. Norgard. So I did-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... process the cancellation. We have an estimated... Well, we have a cancellation date of, um, 5/11, but I wouldn't be able to send you a document until that cancellation actually processes through. So if you want to give us a call-

Speaker speaker_1: Okay.

Speaker speaker_0: ... the 12th of May, that cancellation should have processed and we'll be able to send you that statement of coverage, okay? Just give us a call and let us know-

Speaker speaker_1: Okay.

Speaker speaker_0: ... that you want a, um, coverage es- uh, statement of coverage sent, and we'll be able to get that sent to you, okay?

Speaker speaker_1: Okay. All right. Thanks so much.

Speaker speaker_0: No problem. Thank you for calling. You have a great day.

Speaker speaker_1: You too. Bye.