

Transcript: Pearl

Rojas-6334724643012608-5490978586148864

Full Transcript

Good afternoon. Thank you for calling Benefit Center Card. My name is Pearl. Who do I have the pleasure of speaking with? Jaquan ... yes. And how can I assist you? Hey, how long I'm gonna change some of my benefits. I'm sorry. You what? Calling to change some of my benefits. Okay. What's the name of the staff agency you work for? Um, Jaquan M-A-U. And the last four digits of your Social? 0809. And if you can confirm your address and date of birth for me. Um, 47 ... um, March 30th 1997. That's probably 416 Ashley Circle on there. 360. State there. What's up? How you doing? Do I matter? What's the city and state there? Oh, Orangeburg, South Carolina. Okay. Can I have your phone number as 839-356-0563? Yes. Can I have your email address as jaquanwill30 at gmail.com? Yes. And what changes are you wanting to make today? Um, I wanna change my, um, from like the kids, the family and things to just me, for the dental. So I wanna take the dental and the, um, I know I wanna take the vision and dental off for my kids. Okay. So you want it for just yourself? Yes. I want the d- the dental for myself. I don't need a vision for myself either. Okay. So you're changing dental to employee only. Did you wanna make any other changes? I got all the other options there for me. Did you wanna change them all to employee only or do you want me to tell you which ones you have and you can choose from there? I want to change them all, but I just want, I literally just need the dental for employee, employee only. That's the only one I really need. Okay. Did you wanna cancel all the other things? Yes. So let me see. You're canceling medical. You're canceling life insurance, critical illness. Oh, no, no. Okay. Medical, keep the medical, uh, the medical and the life insurance. Keep that on there too. For just yourself? No, you can keep that for the kids too. Okay. So you wanted, and you wanted to cancel everything on behavioral health, identity theft protection, everything else? Yes. All right. Okay. So that brings your weekly deductions down to \$32.19. Okay. Thank you. It will, it will take one to two weeks for the staff at the agency to adjust your deductions. So you may see one or two more deductions of that age 66.39 and then it'll go down. All right. Thank you. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefit Center Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Jaquan ... yes.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Hey, how long I'm gonna change some of my benefits.

Speaker speaker_0: I'm sorry. You what?

Speaker speaker_1: Calling to change some of my benefits.

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

Speaker speaker_1: Um, Jaquan M-A-U.

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

Speaker speaker_1: 0809.

Speaker speaker_0: And if you can confirm your address and date of birth for me.

Speaker speaker_1: Um, 47 ... um, March 30th 1997. That's probably 416 Ashley Circle on there. 360.

Speaker speaker_0: State there.

Speaker speaker_1: What's up?

Speaker speaker_2: How you doing?

Speaker speaker_1: Do I matter?

Speaker speaker_0: What's the city and state there?

Speaker speaker_1: Oh, Orangeburg, South Carolina.

Speaker speaker_0: Okay. Can I have your phone number as 839-356-0563?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as jaquanwill30 at gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And what changes are you wanting to make today?

Speaker speaker_1: Um, I wanna change my, um, from like the kids, the family and things to just me, for the dental. So I wanna take the dental and the, um, I know I wanna take the vision and dental off for my kids.

Speaker speaker_0: Okay. So you want it for just yourself?

Speaker speaker_1: Yes. I want the d- the dental for myself. I don't need a vision for myself either.

Speaker speaker_0: Okay. So you're changing dental to employee only. Did you wanna make any other changes?

Speaker speaker_1: I got all the other options there for me.

Speaker speaker_0: Did you wanna change them all to employee only or do you want me to tell you which ones you have and you can choose from there?

Speaker speaker_1: I want to change them all, but I just want, I literally just need the dental for employee, employee only. That's the only one I really need.

Speaker speaker_0: Okay. Did you wanna cancel all the other things?

Speaker speaker_1: Yes.

Speaker speaker_0: So let me see. You're canceling medical. You're canceling life insurance, critical illness.

Speaker speaker_1: Oh, no, no.

Speaker speaker_0: Okay.

Speaker speaker_1: Medical, keep the medical, uh, the medical and the life insurance. Keep that on there too.

Speaker speaker_0: For just yourself?

Speaker speaker_1: No, you can keep that for the kids too.

Speaker speaker_0: Okay. So you wanted, and you wanted to cancel everything on behavioral health, identity theft protection, everything else?

Speaker speaker_1: Yes. All right.

Speaker speaker_0: Okay. So that brings your weekly deductions down to \$32.19.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: It will, it will take one to two weeks for the staff at the agency to adjust your deductions. So you may see one or two more deductions of that age 66.39 and then it'll go down.

Speaker speaker_1: All right. Thank you.

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