

## **Transcript: Pearl**

**Rojas-6500561906745344-5307379013566464**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I speak with? Oh, my name is Kerson Kansou. I am, I am the employee from the Mohawk, uh, Mohawk Golf Course. I am calling this morning about the insurance, but I wanna change my mind, and I'm really sorry about that. Okay. What's the name of the staffing agency you work for? Uh, American Staff Corp. The last four digits of your Social? 7100. 7100?

Yes..... Repeat your name for me. Kerson. My first name K-E-R-S-O-N. My last name J-A-N-S-O-U. Okay. Thank you so much for that information. And can you confirm your address and date of birth for me? Okay. My address 12306 East Admiral Court Apartment D, South Oklahoma 74116. You want to go on there? Uh, not today but I will, I can teach you how. And your date of birth? September 10, 1971. Okay. And I have your phone number as 918-495-5373. I'm sorry, 53- 5737. ... 5737. Yes. And I have your email address as your first name, your last name 53@gmail.com? Yes, 53@gmail.com. All righty. And okay, and what did you want to change? I, I want to have that, uh, insurance. Okay. So you don't want to cancel? I don't want to cancel. I wa- I want it. Okay. Let's see here and you're, you're, you were enrolled in the MEC Telarex plan. Is that, that's the plan you just want to keep? What's that? The plan you were enrolled in was called, is called MEC Telarex. What's that? The, the name of the insurance that you're on was MEC Telarex. Oh. She's saying if that's the one that you were on. Okay. The one that you're wanting to reactivate. Okay. Yes, yes, that's right. All righty. All righty, I went ahead and got that uncanceled for you. Is there anything else to assist us? Okay, that's all. Thank you so much for calling. You have a good day. Thank you so much. Have a good day. Day. 13, 5:10.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who can I speak with?

Speaker speaker\_1: Oh, my name is Kerson Kansou. I am, I am the employee from the Mohawk, uh, Mohawk Golf Course. I am calling this morning about the insurance, but I wanna change my mind, and I'm really sorry about that.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Uh, American Staff Corp.

Speaker speaker\_0: The last four digits of your Social?

Speaker speaker\_1: 7100.

Speaker speaker\_0: 7100?

Speaker speaker\_1: Yes.....

Speaker speaker\_0: Repeat your name for me.

Speaker speaker\_1: Kerson. My first name K-E-R-S-O-N. My last name J-A-N-S-O-U.

Speaker speaker\_0: Okay. Thank you so much for that information. And can you confirm your address and date of birth for me?

Speaker speaker\_1: Okay. My address 12306 East Admiral Court Apartment D, South Oklahoma 74116.

Speaker speaker\_2: You want to go on there? Uh, not today but I will, I can teach you how.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: September 10, 1971.

Speaker speaker\_0: Okay. And I have your phone number as 918-495-5373. I'm sorry, 53-

Speaker speaker\_1: 5737.

Speaker speaker\_0: ... 5737.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And I have your email address as your first name, your last name 53@gmail.com?

Speaker speaker\_1: Yes, 53@gmail.com.

Speaker speaker\_0: All righty. And okay, and what did you want to change?

Speaker speaker\_1: I, I want to have that, uh, insurance.

Speaker speaker\_0: Okay. So you don't want to cancel?

Speaker speaker\_1: I don't want to cancel. I wa- I want it.

Speaker speaker\_0: Okay. Let's see here and you're, you're, you were enrolled in the MEC Telarex plan. Is that, that's the plan you just want to keep?

Speaker speaker\_1: What's that?

Speaker speaker\_0: The plan you were enrolled in was called, is called MEC Telarex.

Speaker speaker\_1: What's that?

Speaker speaker\_2: The, the name of the insurance that you're on was MEC Telarex.

Speaker speaker\_1: Oh.

Speaker speaker\_2: She's saying if that's the one that you were on.

Speaker speaker\_1: Okay.

Speaker speaker\_2: The one that you're wanting to reactivate.

Speaker speaker\_1: Okay. Yes, yes, that's right.

Speaker speaker\_0: All righty. All righty, I went ahead and got that uncanceled for you. Is there anything else to assist us?

Speaker speaker\_1: Okay, that's all.

Speaker speaker\_0: Thank you so much for calling. You have a good day.

Speaker speaker\_1: Thank you so much. Have a good day. Day. 13, 5:10.