

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, hey, my name is, uh, Alec Shekyvona. That... I am a... Yeah, that's me. Hello? Hello? Yes. How can I assist you today? Uh, yeah. I was, um... I have, have, uh, some coverage through you guys, um, it's just the basic minimum, healthcare and the dental, and I'd like to go ahead and, uh, cancel that. Okay. What's the name of the staff and agencies you work for? Uh, ATC Healthcare Services. And the last four digits of your social? 4768. All righty. And if you can verify your address and date of birth. It is 103 Pelham Drive, Summerville, South Carolina, 29483. And the, uh, birthday is 7/20/94. I can verify those for you in one moment. And you said you wanted to cancel? Mm-hmm. I mean, I don't have you with active coverage since October 20th of this year. Yeah. So, um, the way Zoom with my works is, uh, takes that every paycheck and it's only active for, like, a week, and I haven't been working for a while, but now I'm going back. And so, I just would like to cancel it going forward. Okay. So, uh, the only way that it would, it would be reinstated is if you called and let us know that you wanted to reinstate that coverage. Um, ATC doesn't have auto enrollment either, so you're good to go. Oh, okay. All right. Thank you. No problem. Thank you so much for calling. You have a great day. You too. Buh-bye now.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, hey, my name is, uh, Alec Shekyvona. That... I am a... Yeah, that's me.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes. How can I assist you today?

Speaker speaker_2: Uh, yeah. I was, um... I have, have, uh, some coverage through you guys, um, it's just the basic minimum, healthcare and the dental, and I'd like to go ahead and, uh, cancel that.

Speaker speaker_1: Okay. What's the name of the staff and agencies you work for?

Speaker speaker_2: Uh, ATC Healthcare Services.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 4768.

Speaker speaker_1: All righty. And if you can verify your address and date of birth.

Speaker speaker_2: It is 103 Pelham Drive, Summerville, South Carolina, 29483. And the, uh, birthday is 7/20/94.

Speaker speaker_1: I can verify those for you in one moment. And you said you wanted to cancel?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: I mean, I don't have you with active coverage since October 20th of this year.

Speaker speaker_2: Yeah. So, um, the way Zoom with my works is, uh, takes that every paycheck and it's only active for, like, a week, and I haven't been working for a while, but now I'm going back. And so, I just would like to cancel it going forward.

Speaker speaker_1: Okay. So, uh, the only way that it would, it would be reinstated is if you called and let us know that you wanted to reinstate that coverage. Um, ATC doesn't have auto enrollment either, so you're good to go.

Speaker speaker_2: Oh, okay. All right. Thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Buh-bye now.