

Transcript: Pearl

Rojas-6531159080747008-6095759027650560

Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I pretend to be speaking with? Uh, Caitlyn Bowen. And how can I assist you? I just wanted to know how much my insurance plan is a month and if it comes out weekly or if it's monthly. Okay. What's the name of this company you work for? Uh, MAU. And the last four digits of your social? 1945. All right. And if you can confirm your address and date of birth. 312 West 35th Street, Covington, Kentucky, Apartment Five, 410 115. Okay. And I have your phone number as 502-395-4777? Yes. And I have your email address as caitlynbowen2001@gmail.com? Yes. Okay, so your deductions are in the amount of \$44.56 and they are weekly deductions. Your coverage became active last Monday, the 21st of April. Okay, thank you. Um, is there, like, a cheaper option? Um, well, you, you do have a lot of different plans. You can cancel any plans that you don't want. Um, you're enrolled in the Ensure Plus Enhanced, which is your medical. You're enrolled in dental, short-term disability, term life, vision, critical illness, group accident, behavioral and mental health, and identity theft protection. Okay, that's fine. You want to leave it how it is? Yes. All right. Do you have any other questions? Nope, that's it. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I pretend to be speaking with?

Speaker speaker_1: Uh, Caitlyn Bowen.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I just wanted to know how much my insurance plan is a month and if it comes out weekly or if it's monthly.

Speaker speaker_0: Okay. What's the name of this company you work for?

Speaker speaker_1: Uh, MAU.

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

Speaker speaker_1: 1945.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: 312 West 35th Street, Covington, Kentucky, Apartment Five, 410 115.

Speaker speaker_0: Okay. And I have your phone number as 502-395-4777?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as caitlynbowen2001@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so your deductions are in the amount of \$44.56 and they are weekly deductions. Your coverage became active last Monday, the 21st of April.

Speaker speaker_1: Okay, thank you. Um, is there, like, a cheaper option?

Speaker speaker_0: Um, well, you, you do have a lot of different plans. You can cancel any plans that you don't want. Um, you're enrolled in the Ensure Plus Enhanced, which is your medical. You're enrolled in dental, short-term disability, term life, vision, critical illness, group accident, behavioral and mental health, and identity theft protection.

Speaker speaker_1: Okay, that's fine.

Speaker speaker_0: You want to leave it how it is?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Do you have any other questions?

Speaker speaker_1: Nope, that's it.

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

Speaker speaker_1: You too.