

Transcript: Pearl

Rojas-4554538944610304-5306032663871488

Full Transcript

Hi good morning, thank you for calling Benefits in a Card. My name is Pearl, who does live here speaking with? Uh hi, my name is Katie Ashcraft. And how can I assist you? Um, I was calling because I have um, uh, medical insurance through you g- through you guys for NAU, and I actually needed to cancel it. Okay, and what is the n- name of the SSN agency you work for? MAU. And the last four digits of your social? Uh, 8356. Okay, and if you can give them your address and date of birth. Um, my address is 8918 Princess Drive, 41014 in Florence, Kentucky, and my phone number is 513-415-2836. Your date of birth? Oh, sorry, um, 1/15/96. I'm so sorry. Can I have your... I think you're fine. May I have your email address as KAshcraft1396@gmail.com? Yes. And you said you wanted to cancel your coverage, correct? Correct. All righty, so cancellations take one to two weeks to process so you may see one or two more deductions, but at most it'd be two. Okay, perfect. Okay, do you have any questions? No, I don't think so. Um, do I get any like confirmation on that? Like an email or something sent to you? I could definitely go and send it to you. Hm? Okay perfect, that'd be perfect. All righty, thank you so much for calling, you have a great day. Thank you, you too. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi good morning, thank you for calling Benefits in a Card. My name is Pearl, who does live here speaking with?

Speaker speaker_1: Uh hi, my name is Katie Ashcraft.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was calling because I have um, uh, medical insurance through you g- through you guys for NAU, and I actually needed to cancel it.

Speaker speaker_0: Okay, and what is the n- name of the SSN agency you work for?

Speaker speaker_1: MAU.

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

Speaker speaker_1: Uh, 8356.

Speaker speaker_0: Okay, and if you can give them your address and date of birth.

Speaker speaker_1: Um, my address is 8918 Princess Drive, 41014 in Florence, Kentucky, and my phone number is 513-415-2836.

Speaker speaker_0: Your date of birth?

Speaker speaker_1: Oh, sorry, um, 1/15/96. I'm so sorry.

Speaker speaker_0: Can I have your... I think you're fine. May I have your email address as KAshcraft1396@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to cancel your coverage, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty, so cancellations take one to two weeks to process so you may see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay, perfect.

Speaker speaker_0: Okay, do you have any questions?

Speaker speaker_1: No, I don't think so. Um, do I get any like confirmation on that? Like an email or something sent to you?

Speaker speaker_0: I could definitely go and send it to you. Hm?

Speaker speaker_1: Okay perfect, that'd be perfect.

Speaker speaker_0: All righty, thank you so much for calling, you have a great day.

Speaker speaker_1: Thank you, you too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.