

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 and a Card. My name is Pearl Hooda. Who's speaking with? Hello. Um, this is Tamaya Shepherd. I was calling, um, seeing if I could cancel the insurance that I had, because I didn't need it anymore. Okay. What's the name of the staff? Who is this? Who you work for? Ma'am? The name of the staff and agency you work for? Textron Specialized Vehicles through MAU. And the last four digits of your social? 2501. All right. And then can you confirm your address and date of birth for me? Uh, it's 123 Emma Lane, February 12th, 2005. I don't know if I put that one on here, that address. I have a different address on file. Is it 4495? Yes. Okay. 4495 Highway 8 East Queensboro, Georgia. I have your phone number as 706-871-1827? Yes, ma'am. And I have your email address as your first name 2023 at gmail.com? Yes, ma'am. Okay. You are not enrolled in coverage at the moment. I'm not enrolled in no insurance? No, ma'am. Okay. I thought I did, that's why I was calling, because I didn't want any more if I had, but I thought I did. No worries. You do not. We do not have any enrollment or nothing pending it either. Okay. Thank you so much. Thank you. You have a great day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl Hooda. Who's speaking with?

Speaker speaker_1: Hello. Um, this is Tamaya Shepherd. I was calling, um, seeing if I could cancel the insurance that I had, because I didn't need it anymore.

Speaker speaker_0: Okay. What's the name of the staff?

Speaker speaker_1: Who is this?

Speaker speaker_0: Who you work for?

Speaker speaker_1: Ma'am?

Speaker speaker_0: The name of the staff and agency you work for?

Speaker speaker_1: Textron Specialized Vehicles through MAU.

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

Speaker speaker_1: 2501.

Speaker speaker_0: All right. And then can you confirm your address and date of birth for me?

Speaker speaker_1: Uh, it's 123 Emma Lane, February 12th, 2005. I don't know if I put that one on here, that address.

Speaker speaker_0: I have a different address on file.

Speaker speaker_1: Is it 4495?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. 4495 Highway 8 East Queensboro, Georgia.

Speaker speaker_0: I have your phone number as 706-871-1827?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as your first name 2023 at gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. You are not enrolled in coverage at the moment.

Speaker speaker_1: I'm not enrolled in no insurance?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Okay. I thought I did, that's why I was calling, because I didn't want any more if I had, but I thought I did.

Speaker speaker_0: No worries. You do not. We do not have any enrollment or nothing pending it either.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: Thank you. You have a great day.

Speaker speaker_1: You too.