

## Transcript: Pearl

**Rojas-4730858675060736-5084973225689088**

### 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 does you're speaking with? Uh, Tamara Tomlinson. Can I help you? I'm sorry? How can I assist you? Oh, um, somehow I got signed up for the insurance and I'd like to cancel it, but I already have insurance. Okay, what's the name of the staff at EDC you work for? Uh, Surge. And the last four digits of your social? Uh, 8727. Okay, hang on one second. Sorry. And you said your, um, repeat your name for me, I'm sorry. It should be Tamara Hall Tomlinson. Okay. And if you can just confirm your address and date of birth for me. Um, my date of birth is May 23rd, 1972, and my address is 356 Eastern Ohio Street, uh, it's in Circleville, Ohio, 43103. Okay. All righty, and I have your phone number at 740-497- 4400. 4400, yes. And I have your email address as nancysawyer356@gmail.com? Right. And you said you wanted to cancel, correct? Right. Okay, cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay. Do you have any questions? Um, no. How much are the deductions? All right, thank you so much for calling. Okay, thank you. They are \$15.16 a week. Oh, okay. All right. Okay, thank you. Okay, bye. Thank you so much for calling. You have a great day. Bye-bye. You too.

### 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 does you're speaking with?

Speaker speaker\_2: Uh, Tamara Tomlinson.

Speaker speaker\_1: Can I help you?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Oh, um, somehow I got signed up for the insurance and I'd like to cancel it, but I already have insurance.

Speaker speaker\_1: Okay, what's the name of the staff at EDC you work for?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: Uh, 8727.

Speaker speaker\_1: Okay, hang on one second. Sorry. And you said your, um, repeat your name for me, I'm sorry.

Speaker speaker\_2: It should be Tamara Hall Tomlinson.

Speaker speaker\_1: Okay. And if you can just confirm your address and date of birth for me.

Speaker speaker\_2: Um, my date of birth is May 23rd, 1972, and my address is 356 Eastern Ohio Street, uh, it's in Circleville, Ohio, 43103.

Speaker speaker\_1: Okay. All righty, and I have your phone number at 740-497-

Speaker speaker\_3: 4400.

Speaker speaker\_2: 4400, yes.

Speaker speaker\_1: And I have your email address as nancysawyer356@gmail.com?

Speaker speaker\_2: Right.

Speaker speaker\_1: And you said you wanted to cancel, correct?

Speaker speaker\_2: Right.

Speaker speaker\_1: Okay, cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: Um, no. How much are the deductions?

Speaker speaker\_1: All right, thank you so much for calling.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: They are \$15.16 a week.

Speaker speaker\_2: Oh, okay. All right. Okay, thank you. Okay, bye.

Speaker speaker\_1: Thank you so much for calling. You have a great day. Bye-bye.

Speaker speaker\_2: You too.