

Transcript: Pearl

Rojas-4847605145092096-5598742177595392

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may the pleasure of speaking with? Uh, Gregory Lewis. And how can I assist you, Mr. Lewis? Uh, it said stop by the, the adjustment was coming out my check or something he saying. They told me call this number. Okay. They had a problem, right. Do you work for a staffing agency? Ma'am? Do you work for a staffing agency? Yes, ma'am. For which one? Wagner Staffing. Okay. And what does the text message say? It said, I had called to cancel that. I call, I had called to cancel everything, like, uh, two weeks ago. Okay. What's the last four digits of your social? 0101. And your address and date of birth? Address, 334 Elizabeth Lane, Griffin, Georgia 30223. Date of birth's 7/2/67. All right. And I have your phone number as 470-402-6367? Correct. Okay, bear with me one moment. Okay. Bear with me one moment. I'm just literally on a brief hold. Yeah. . Thank you so much for holding, Mr. Lewis. If you can just bear with me another few moments, I'll be right back with you. Yes, ma'am. Thank you so much for holding, Mr. Lewis. If you can just bear with me a couple more moments' worth, um, just looking into your account real quick, okay? Yes, ma'am. It's supposed to be canceled though. I canceled it, like, two weeks ago. Yes, sir. Just bear with me one more moment. All right. Yvonne. Time, I had to confirm some details on your account. But I did confirm with the support on the floor that just your, um, coverage was, was pro- processed, your cancellation was processed. Um, they... So from the day you called, which was the 22nd, um, they informed you that it would be one or two more deductions. Right now you've experienced one more deduction. So, um, it's possible you see one more, but I'm gonna send an email to our main office just to confirm that they get that cancellation processed and you don't see any more than that one more deduction. Okay? Yeah, because I don't, I don't need it. All righty. Yep. I will definitely- Okay. ... get that email sent right now so may- to ensure that that, um, is processed successfully and you're good to go. All right. Thank you. No problem. Thank you so much for calling. You have a great day. Uh-huh.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may the pleasure of speaking with?

Speaker speaker_1: Uh, Gregory Lewis.

Speaker speaker_0: And how can I assist you, Mr. Lewis?

Speaker speaker_1: Uh, it said stop by the, the adjustment was coming out my check or something he saying. They told me call this number.

Speaker speaker_0: Okay.

Speaker speaker_1: They had a problem, right.

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: Ma'am?

Speaker speaker_0: Do you work for a staffing agency?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: For which one?

Speaker speaker_1: Wagner Staffing.

Speaker speaker_0: Okay. And what does the text message say?

Speaker speaker_1: It said, I had called to cancel that. I call, I had called to cancel everything, like, uh, two weeks ago.

Speaker speaker_0: Okay. What's the last four digits of your social?

Speaker speaker_1: 0101.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Address, 334 Elizabeth Lane, Griffin, Georgia 30223. Date of birth's 7/2/67.

Speaker speaker_0: All right. And I have your phone number as 470-402-6367?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay, bear with me one moment. Okay. Bear with me one moment. I'm just literally on a brief hold.

Speaker speaker_1: Yeah.

Speaker speaker_2: .

Speaker speaker_0: Thank you so much for holding, Mr. Lewis. If you can just bear with me another few moments, I'll be right back with you.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: Thank you so much for holding, Mr. Lewis. If you can just bear with me a couple more moments' worth, um, just looking into your account real quick, okay?

Speaker speaker_4: Yes, ma'am. It's supposed to be canceled though. I canceled it, like, two weeks ago.

Speaker speaker_3: Yes, sir. Just bear with me one more moment.

Speaker speaker_4: All right.

Speaker speaker_5: Yvonne.

Speaker speaker_6: Time, I had to confirm some details on your account. But I did confirm with the support on the floor that just your, um, coverage was, was pro- processed, your cancellation was processed. Um, they... So from the day you called, which was the 22nd, um, they informed you that it would be one or two more deductions. Right now you've experienced one more deduction. So, um, it's possible you see one more, but I'm gonna send an email to our main office just to confirm that they get that cancellation processed and you don't see any more than that one more deduction. Okay?

Speaker speaker_5: Yeah, because I don't, I don't need it.

Speaker speaker_6: All righty. Yep. I will definitely-

Speaker speaker_5: Okay.

Speaker speaker_6: ... get that email sent right now so may- to ensure that that, um, is processed successfully and you're good to go.

Speaker speaker_5: All right. Thank you.

Speaker speaker_6: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_5: Uh-huh.