

Transcript: Pearl

Rojas-4878133599092736-5457119605637120

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 Luda. Who do I have the pleasure of speaking with? Kerry Brooks. And how can I assist you? Do what? How can I assist you? Um, I need to cancel my benefits. I didn't, I didn't want the benefits. Okay, what's the name of the staffing agency you work for? Serge. And the last four digits of your social? 3155. All right, if you can verify your address and date of birth. 977 Grafton Road, Apartment 2, North Ohio, 43055. And what else? Your date of birth. 01/31/78. Okay, and I have your phone number as 740-403-7209? Yes. Can I have your email address as kerrybrooks42@j--uh, yahoo.com? Yep. Right, and you said you wanted it canceled, correct? Yes. Will they be taking that out this week? So cancellations do take one to two weeks to process, so you may see one or two more deductions. It takes that long? Mm-hmm, yes, ma'am. Okay. Do you have any questions? No. Thank you so much for calling. You have a great day. Yep.

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 and a Card. My name is Pearl Luda. Who do I have the pleasure of speaking with?

Speaker speaker_2: Kerry Brooks.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Do what?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I need to cancel my benefits. I didn't, I didn't want the benefits.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Serge.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 3155.

Speaker speaker_1: All right, if you can verify your address and date of birth.

Speaker speaker_2: 977 Grafton Road, Apartment 2, North Ohio, 43055. And what else?

Speaker speaker_1: Your date of birth.

Speaker speaker_2: 01/31/78.

Speaker speaker_1: Okay, and I have your phone number as 740-403-7209?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as kerrybrooks42@j-- uh, yahoo.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Right, and you said you wanted it canceled, correct?

Speaker speaker_2: Yes. Will they be taking that out this week?

Speaker speaker_1: So cancellations do take one to two weeks to process, so you may see one or two more deductions.

Speaker speaker_2: It takes that long?

Speaker speaker_1: Mm-hmm, yes, ma'am.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Yep.