

Transcript: Pearl

Rojas-4879664168091648-5860353042595840

Full Transcript

Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Bridget Robinson. And how can I assist you? Yeah, I need to cancel benefits. Okay. What's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? 7631. All righty. I'm gonna need you to verify your age and date of birth. 1500 Waverly Parkway, Apartment P, Opelika, Alabama 36801, 12676. All righty. And I have your phone number as 334-748-0140. Correct. And I have your email address as brobinson5432@gmail.com? Correct. All right. And you said you wanted me to cancel your coverage, correct? I'm sorry, repeat that. You said you wanted to cancel your coverage? Yes, correct. All righty. So cancelations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it would be two. Okay. You have any questions? No. Thank you. Thank you so much for calling. You have a great day. Mm-hmm. You too.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Bridget Robinson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, I need to cancel benefits.

Speaker speaker_0: Okay. What's the name of the staff agency you work for?

Speaker speaker_1: Uh, Surge.

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

Speaker speaker_1: 7631.

Speaker speaker_0: All righty. I'm gonna need you to verify your age and date of birth.

Speaker speaker_1: 1500 Waverly Parkway, Apartment P, Opelika, Alabama 36801, 12676.

Speaker speaker_0: All righty. And I have your phone number as 334-748-0140.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as brobinson5432@gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: All right. And you said you wanted me to cancel your coverage, correct?

Speaker speaker_1: I'm sorry, repeat that.

Speaker speaker_0: You said you wanted to cancel your coverage?

Speaker speaker_1: Yes, correct.

Speaker speaker_0: All righty. So cancelations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it would be two.

Speaker speaker_1: Okay.

Speaker speaker_0: You have any questions?

Speaker speaker_1: No. Thank you.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Mm-hmm. You too.