

Transcript: Pearl

Rojas-4911375973400576-5949420512264192

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 the hell was I just speaking with? Uh, yes. This is, uh, De- Derek Moore. And how can I assist you? Uh, yes, I was calling trying to, uh, cancel my, uh... what is it? Insurance pay. Okay, and what's the name of the staffing agency you work for? Say again? What's the name of the staffing agency you work for? Uh, MAU. And the last four digits of your social? Uh, 5947. All righty. And if you can confirm your address and date of birth for me? Uh, 155 Netley Road, Lexington, South Carolina. And your date of birth? 10-7-78. Okay, and I have your phone number as 843-305-9632? Yeah. And I have your email address as Mississippi20@hotmail.com? Yes, ma'am. All right, and you said you wanted to cancel your coverage, correct? Yes, ma'am. I think his time changed. Starting, uh, starting January the 1st. Okay. Okay, so it will take one to two weeks for the staffing agency to start making deductions. Once... I'm sorry, it takes one to two weeks for the cancellation to process. Um, so you may see one or two more deductions, but it'll mostly be two. All right, thank you. No problem. Thank you so much for calling. You have a great day. All right, 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 the hell was I just speaking with?

Speaker speaker_2: Uh, yes. This is, uh, De- Derek Moore.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, yes, I was calling trying to, uh, cancel my, uh... what is it? Insurance pay.

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

Speaker speaker_2: Say again?

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, MAU.

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

Speaker speaker_2: Uh, 5947.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth for me?

Speaker speaker_2: Uh, 155 Netley Road, Lexington, South Carolina.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 10-7-78.

Speaker speaker_1: Okay, and I have your phone number as 843-305-9632?

Speaker speaker_2: Yeah.

Speaker speaker_1: And I have your email address as Mississippi20@hotmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right, and you said you wanted to cancel your coverage, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_3: I think his time changed.

Speaker speaker_4: Starting, uh, starting January the 1st.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay, so it will take one to two weeks for the staffing agency to start making deductions. Once... I'm sorry, it takes one to two weeks for the cancellation to process. Um, so you may see one or two more deductions, but it'll mostly be two.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right, you too.