

## **Transcript: Pearl**

**Rojas-4922159510372352-4537367954505728**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl ... Who's speaking with? Uh, Randolph ... Can I assist you? Huh? How can I assist you? Ah, yes, ma'am. I wanted to un-enroll in the benefits. Okay. And what's the name of the staff agency you work for? Crown Staffing. I'm sorry, what was that? Crown, Crown Staffing. Crown Staffing? And what are the last four digits of your social? 8709. All righty. I need you to verify your address and date of birth. 1184 ... Alabama. My birthdate, 11-30-1995. All righty. And your phone number is 205-222-9776? Mm, yes. And I have your email address as randolphcarter1995@gmail.com? Mm, yes, ma'am. And you said you wanted to cancel, correct? Yes. 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. Thank you. Thank you so much for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl ... Who's speaking with?

Speaker speaker\_1: Uh, Randolph ...

Speaker speaker\_0: Can I assist you?

Speaker speaker\_1: Huh?

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Ah, yes, ma'am. I wanted to un-enroll in the benefits.

Speaker speaker\_0: Okay. And what's the name of the staff agency you work for?

Speaker speaker\_1: Crown Staffing.

Speaker speaker\_0: I'm sorry, what was that?

Speaker speaker\_1: Crown, Crown Staffing.

Speaker speaker\_0: Crown Staffing? And what are the last four digits of your social?

Speaker speaker\_1: 8709.

Speaker speaker\_0: All righty. I need you to verify your address and date of birth.

Speaker speaker\_1: 1184 ... Alabama. My birthdate, 11-30-1995.

Speaker speaker\_0: All righty. And your phone number is 205-222-9776?

Speaker speaker\_1: Mm, yes.

Speaker speaker\_0: And I have your email address as randolphcarter1995@gmail.com?

Speaker speaker\_1: Mm, yes, ma'am.

Speaker speaker\_0: And you said you wanted to cancel, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: 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\_1: Okay. Thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.