

Transcript: Pearl

Rojas-5151850458824704-6122811450507264

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good day, thank you for calling Benefits in a Card. My name is Pearl speaking with? Uh, Zakir Muhammad. And how can I assist you? Huh? How can I assist you? Uh, I was calling to, uh, stop the Ben-, uh, medical from coming out. All righty. What's the name of the staff agency you work for? Uh, Staff. And the last four digits of your Social? 2103. All righty. And... if you can confirm your address and date of birth for me. Uh, 2-11-94, uh, 811 Eastville Highway, Millbrook, Alabama, 36054. All righty. And I have your phone number as 334-322-3899. Three, two, two, yeah, yeah, 322-3899, that's right. Okay. So the auto-enrollment actually was processed already so I can go ahead and cancel that for you. But it takes one to two weeks to process so you may see one or two more deductions, one or two deductions. Dang. Okay. Do you have any questions? When you say, you saying I'll probably see one or two, so you're saying it takes about two to three days? It takes two to, one to two weeks to process the cancellation so you may see one or two deductions. Oh, okay, okay. Oh, okay, okay. All right. Thanks. That was it. No problem. Thank you so much for calling. You have a great day.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good day, thank you for calling Benefits in a Card. My name is Pearl speaking with?

Speaker speaker_2: Uh, Zakir Muhammad.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Huh?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Uh, I was calling to, uh, stop the Ben-, uh, medical from coming out.

Speaker speaker_1: All righty. What's the name of the staff agency you work for?

Speaker speaker_2: Uh, Staff.

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

Speaker speaker_2: 2103.

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

Speaker speaker_2: Uh, 2-11-94, uh, 811 Eastville Highway, Millbrook, Alabama, 36054.

Speaker speaker_1: All righty. And I have your phone number as 334-322-3899.

Speaker speaker_2: Three, two, two, yeah, yeah, 322-3899, that's right.

Speaker speaker_1: Okay. So the auto-enrollment actually was processed already so I can go ahead and cancel that for you. But it takes one to two weeks to process so you may see one or two more deductions, one or two deductions.

Speaker speaker_2: Dang. Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: When you say, you saying I'll probably see one or two, so you're saying it takes about two to three days?

Speaker speaker_1: It takes two to, one to two weeks to process the cancellation so you may see one or two deductions.

Speaker speaker_2: Oh, okay, okay. Oh, okay, okay. All right. Thanks. That was it.

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