

Transcript: Pearl

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Full Transcript

Hi there. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? My name's Kevin Henderson. And how can I assist you? Um, I need to cancel my Benefits in a Card. Okay. And what's the name of the staff agency you work for? Uh, Oxford. Oxford Global. And what are the last four digits of your social? 7415. All righty. All right, Mr. Henderson. And if you can verify your address and date of birth for me. 23105 Lynn Street, Clinton Township, Michigan 48305. And my date of birth is 8/31/1989. Again, your phone number is 646-0926? Correct. And I have your email address as kevin.henderson89@gmail.com? Correct. All righty. And you said you wanted to cancel your coverage, correct? Yep. All righty. Cancellations take one to three days to process, so it's possible you see one or two more deductions, but at most it'd be two. Um, I'm not making... My contract has ended with Oxford. Okay. It's just that I'm gonna have to advise if you no longer receive a payroll, there won't be any way to, um, to deduct anyways. Okay. Thank you so much for calling. You have a great day. You too.

Conversation Format

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

Speaker speaker_1: My name's Kevin Henderson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I need to cancel my Benefits in a Card.

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

Speaker speaker_1: Uh, Oxford.

Speaker speaker_0: Oxford Global. And what are the last four digits of your social?

Speaker speaker_1: 7415.

Speaker speaker_0: All righty. All right, Mr. Henderson. And if you can verify your address and date of birth for me.

Speaker speaker_1: 23105 Lynn Street, Clinton Township, Michigan 48305. And my date of birth is 8/31/1989.

Speaker speaker_0: Again, your phone number is 646-0926?

Speaker speaker_1: Correct.

Speaker speaker_0: And I have your email address as kevin.henderson89@gmail.com?

Speaker speaker_1: Correct.

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

Speaker speaker_1: Yep.

Speaker speaker_0: All righty. Cancellations take one to three days to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Um, I'm not making... My contract has ended with Oxford.

Speaker speaker_0: Okay. It's just that I'm gonna have to advise if you no longer receive a payroll, there won't be any way to, um, to deduct anyways.

Speaker speaker_1: Okay.

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

Speaker speaker_1: You too.