

## **Transcript: Pearl**

**Rojas-5270400259506176-5665427997507584**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who do I have the pleasure of speaking with? Uh, Thomas Monroe, please. I'm investi- in... Okay. And how can I assist you? Huh? How can I assist you? Yeah. I need to cancel the insurance through Surge. Okay then what's the last four digits of your social? 9213. Okay. And your address and date of birth? Address is 911 West Van Campen Road. And the city and state? Date of birth was 4-8-1970. And the city and state? Austin, Indiana. Okay. And have your phone number as 321-389-1140? Yes, ma'am. And have you emailed us at monroet875@gmail.com? Yes. Righty. So you're not enrolled in anything at the moment, but I can decline the auto enrollment. That way they don't enroll you in the future. Okay. Is there anything else I can assist you with? No, that's it 'cause they told me I had 30 days from time I started to go in and cancel it. Yes, sir. So you are good, taken care of. You will receive text messages once a week for the first 30 days about the auto enrollment but you already had declined, so you don't have to call anymore. Okay. Thank you. Thank you. Have a good day. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, Thomas Monroe, please. I'm investi- in...

Speaker speaker\_0: Okay. And how can I assist you?

Speaker speaker\_1: Huh?

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Yeah. I need to cancel the insurance through Surge.

Speaker speaker\_0: Okay then what's the last four digits of your social?

Speaker speaker\_1: 9213.

Speaker speaker\_0: Okay. And your address and date of birth?

Speaker speaker\_1: Address is 911 West Van Campen Road.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Date of birth was 4-8-1970.

Speaker speaker\_0: And the city and state?

Speaker speaker\_1: Austin, Indiana.

Speaker speaker\_0: Okay. And have your phone number as 321-389-1140?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And have you emailed us at monroet875@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Righty. So you're not enrolled in anything at the moment, but I can decline the auto enrollment. That way they don't enroll you in the future.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Is there anything else I can assist you with?

Speaker speaker\_1: No, that's it 'cause they told me I had 30 days from time I started to go in and cancel it.

Speaker speaker\_0: Yes, sir. So you are good, taken care of. You will receive text messages once a week for the first 30 days about the auto enrollment but you already had declined, so you don't have to call anymore.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you. Have a good day.

Speaker speaker\_1: You too. Bye.