

## Transcript: Pearl

**Rojas-5329506119892992-5419776802996224**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl, and I'm a pleasure speaking with. Hi. My name is Daniella Scott-Young, or my -- the full name Daniella Alicia Scott-Young. And how can I assist you? Yes. So, uh, I just started a contract with BGSS, um, didn't realize I had enrolled in this, um, so I'm calling to cancel, 'cause - Okay. No worries. ... I have a new... What is the last three digits of your social? 8341. All right. And does this mean that my next week's paycheck is still going to get deducted? Um, possibly. If the coverage is active, it's possible. Um, let me take a look and I can confirm for you. What is your address and date of birth? Uh, 78 Karls Drive, Weymouth, Mass 02189, and 12/25/1995. Okay. And I have your phone number as 857-400-4442. Yep. And I have your email address as dscottyung2022@gmail.com. Mm-hmm. Let's take a look here. Okay, so you have been active, so cancellations do take one to two weeks to process. It's possible you see one or two more deductions, but at most it'd be two. Okay. Um, and there's nothing... There's no way around that at all? Unfortunately not, um, because of just how long the process takes, it may be one, but it could also be two. All right. Thank you. So you do want to go ahead with that cancellation? Yes. All right. Well, then I'm g- Well, this is also going to be my last day with the company, so. Okay, so yeah, it could... It's possible that that last check be deducted still. Okay. Thank you. No problem. Thank you for calling. You have a great day. You too. Will I get an email or something con- confirming this? Um, I can request one. One's not automatically sent, but I can definitely request one. Yeah, if you don't mind. Of course. That will be coming from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder, and it could take up to 24 to 48 hours to, to receive. Okay. Thank you. Thank you for calling. Have a great day. Bye.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl, and I'm a pleasure speaking with.

Speaker speaker\_1: Hi. My name is Daniella Scott-Young, or my -- the full name Daniella Alicia Scott-Young.

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

Speaker speaker\_1: Yes. So, uh, I just started a contract with BGSS, um, didn't realize I had enrolled in this, um, so I'm calling to cancel, 'cause -

Speaker speaker\_0: Okay. No worries.

Speaker speaker\_1: ... I have a new...

Speaker speaker\_0: What is the last three digits of your social?

Speaker speaker\_1: 8341.

Speaker speaker\_0: All right.

Speaker speaker\_1: And does this mean that my next week's paycheck is still going to get deducted?

Speaker speaker\_0: Um, possibly. If the coverage is active, it's possible. Um, let me take a look and I can confirm for you. What is your address and date of birth?

Speaker speaker\_1: Uh, 78 Karls Drive, Weymouth, Mass 02189, and 12/25/1995.

Speaker speaker\_0: Okay. And I have your phone number as 857-400-4442.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And I have your email address as dscottying2022@gmail.com.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Let's take a look here. Okay, so you have been active, so cancellations do take one to two weeks to process. It's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker\_1: Okay. Um, and there's nothing... There's no way around that at all?

Speaker speaker\_0: Unfortunately not, um, because of just how long the process takes, it may be one, but it could also be two.

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: So you do want to go ahead with that cancellation?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. Well, then I'm g-

Speaker speaker\_1: Well, this is also going to be my last day with the company, so.

Speaker speaker\_0: Okay, so yeah, it could... It's possible that that last check be deducted still.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.

Speaker speaker\_1: You too. Will I get an email or something con- confirming this?

Speaker speaker\_0: Um, I can request one. One's not automatically sent, but I can definitely request one.

Speaker speaker\_1: Yeah, if you don't mind.

Speaker speaker\_0: Of course. That will be coming from info@benefitsinacard.com. It should go to your inbox. If you don't see it in your inbox, try a spam or junk folder, and it could take up to 24 to 48 hours to, to receive.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: Thank you for calling. Have a great day.

Speaker speaker\_1: Bye.