

Transcript: Pearl

Rojas-5390751476793344-5752137272836096

Full Transcript

Hi, good afternoon. Thank you for calling Benefit Center Card. My name is Pearl Hudas. Who is this I'm speaking with? Uh, my name is Karen Rich. How can I assist you? Okay, I'm trying to cancel my insurance and they told me I had by today to do it. Okay, what's the name of that agency you work for? Um, MAU Solutions. Okay. Do you take 30 Social? Excuse me? The last four digits of your Social. Okay, 0509. All righty. And repeat your name for me. Karen Katie Rich. Okay, and if you could verify your address and date of birth. Um, my address has changed. I hope they got it in the system. It's, um, 404 Oliver Drive. That's Dothan, Alabama. And your date of birth. 01/21/1976. Okay, and your phone number is 334-798-6425. Yep, that's it. Good, and I have your email address as your first name, your last name three at gmail.com? Karenrich3, yep, at gmail.com. And you said you wanted to cancel your coverage. Do you want to cancel everything all together? I want to cancel all of it, yep. Okay, cancellations take one to two weeks to process so it's possible you see one or two more deductions but at most it would be two. Okay. Do you have any questions? No, that's it, honey. Thank you so much for calling. You have a great day. Well, thank you so much. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefit Center Card. My name is Pearl Hudas. Who is this I'm speaking with?

Speaker speaker_1: Uh, my name is Karen Rich.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Okay, I'm trying to cancel my insurance and they told me I had by today to do it.

Speaker speaker_0: Okay, what's the name of that agency you work for?

Speaker speaker_1: Um, MAU Solutions.

Speaker speaker_0: Okay. Do you take 30 Social?

Speaker speaker_1: Excuse me?

Speaker speaker_0: The last four digits of your Social.

Speaker speaker_1: Okay, 0509.

Speaker speaker_0: All righty. And repeat your name for me.

Speaker speaker_1: Karen Katie Rich.

Speaker speaker_0: Okay, and if you could verify your address and date of birth.

Speaker speaker_1: Um, my address has changed. I hope they got it in the system. It's, um, 404 Oliver Drive. That's Dothan, Alabama.

Speaker speaker_0: And your date of birth.

Speaker speaker_1: 01/21/1976.

Speaker speaker_0: Okay, and your phone number is 334-798-6425.

Speaker speaker_1: Yep, that's it.

Speaker speaker_0: Good, and I have your email address as your first name, your last name three at gmail.com?

Speaker speaker_1: Karenrich3, yep, at gmail.com.

Speaker speaker_0: And you said you wanted to cancel your coverage. Do you want to cancel everything all together?

Speaker speaker_1: I want to cancel all of it, yep.

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 would be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, that's it, honey.

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

Speaker speaker_1: Well, thank you so much. Bye-bye.