

Transcript: Pearl

Rojas-5505052410167296-5317689696370688

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f■. Who do I have the pleasure of speaking with? Hi, this is, uh, Terrance Clay. And how can I assist you, Mr. Clay? Uh, you... Somebody just called. Uh, I tried to cancel my benefits from Crown and, um, I didn't quite understand what was going on, but I'm not interested in the benefits. So yes, I want to cancel them. Okay. And what is... The last four digits of your Social? 4568. Okay. And if you can confirm your address and date of birth. My address? Yes, your address and date of birth. 7753 is the date of birth. 4877 Westlake Road in Lapeer, Michigan. Okay. And I have your phone number as 810-656-7437. Correct. Okay. And I have your email address as terrance.clay@antolin.com. I'm sorry. I didn't understand you. Your email address I have says terrance.clay@antolin.com. Yeah. Okay. And yes, you are enrolled in coverage and you said you don't want the coverage, correct? That's correct. All righty. So cancellations do take one to two weeks to process, so you may see one or two deductions, but it mostly be two. Okay, are we all set? Yes, sir. You have a great day. Thanks. You too. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f■. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, this is, uh, Terrance Clay.

Speaker speaker_1: And how can I assist you, Mr. Clay?

Speaker speaker_2: Uh, you... Somebody just called. Uh, I tried to cancel my benefits from Crown and, um, I didn't quite understand what was going on, but I'm not interested in the benefits. So yes, I want to cancel them.

Speaker speaker_1: Okay. And what is... The last four digits of your Social?

Speaker speaker_2: 4568.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker_2: My address?

Speaker speaker_1: Yes, your address and date of birth.

Speaker speaker_2: 7753 is the date of birth. 4877 Westlake Road in Lapeer, Michigan.

Speaker speaker_1: Okay. And I have your phone number as 810-656-7437.

Speaker speaker_2: Correct.

Speaker speaker_1: Okay. And I have your email address as terrance.clay@antolin.com.

Speaker speaker_2: I'm sorry. I didn't understand you.

Speaker speaker_1: Your email address I have says terrance.clay@antolin.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: Okay. And yes, you are enrolled in coverage and you said you don't want the coverage, correct?

Speaker speaker_2: That's correct.

Speaker speaker_1: All righty. So cancellations do take one to two weeks to process, so you may see one or two deductions, but it mostly be two.

Speaker speaker_2: Okay, are we all set?

Speaker speaker_1: Yes, sir. You have a great day.

Speaker speaker_2: Thanks. You too. Bye-bye.

Speaker speaker_1: Bye-bye.