

Transcript: Pearl

Rojas-5545311132106752-4841490277908480

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl what you're speaking with. This is, uh, Abu Bakr ibn Auf speaking. How are you doing? I'm good, and yourself? Yeah, I'm doing good. Uh, actually, I want to cancel my insurance. Okay. What's the name of the staffing agency you work for? Sorry? The name of the staffing agency you work for? Name? Yes. Uh, it's under my name, Abu Bakr ibn Auf. The name of the staffing agency where you work. Oh, okay. Oxy4- Oxy4 Global. And the last four digits of your social? It's 2837. Okay. And if you can confirm your address and date of birth. Yeah. The address is, uh, 11017 Four Points Drive, Austin, Texas 78726. And the date of birth is January 1st, 1981. Okay. And I have your phone number as 987-4881. Yes, correct. And I have your email address as, um, A-B-U-B- A-B-U- ... A-R 222? Yes. And you do want to cancel your coverage altogether, correct? Sorry? Do you want to cancel all your coverage? Yes. Okay. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Two weeks? Yes. Okay. Sounds good. Thank you so much. Thank you. Thank you so much for calling. You have a great day. You too. Bye-bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl what you're speaking with.

Speaker speaker_1: This is, uh, Abu Bakr ibn Auf speaking. How are you doing?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_1: Yeah, I'm doing good. Uh, actually, I want to cancel my insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Sorry?

Speaker speaker_0: The name of the staffing agency you work for?

Speaker speaker_1: Name?

Speaker speaker_0: Yes.

Speaker speaker_1: Uh, it's under my name, Abu Bakr ibn Auf.

Speaker speaker_0: The name of the staffing agency where you work.

Speaker speaker_1: Oh, okay. Oxy4- Oxy4 Global.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: It's 2837.

Speaker speaker_0: Okay. And if you can confirm your address and date of birth.

Speaker speaker_1: Yeah. The address is, uh, 11017 Four Points Drive, Austin, Texas 78726. And the date of birth is January 1st, 1981.

Speaker speaker_0: Okay. And I have your phone number as 987-4881.

Speaker speaker_1: Yes, correct.

Speaker speaker_0: And I have your email address as, um, A-B-U-B-

Speaker speaker_1: A-B-U-

Speaker speaker_0: ... A-R 222?

Speaker speaker_1: Yes.

Speaker speaker_0: And you do want to cancel your coverage altogether, correct?

Speaker speaker_1: Sorry?

Speaker speaker_0: Do you want to cancel all your coverage?

Speaker speaker_1: Yes.

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'd be two.

Speaker speaker_1: Two weeks?

Speaker speaker_0: Yes.

Speaker speaker_1: Okay. Sounds good.

Speaker speaker_0: Thank you so much.

Speaker speaker_1: Thank you.

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

Speaker speaker_1: You too.

Speaker speaker_0: Bye-bye.