

Transcript: Pearl

Rojas-5820569124388864-6397816151523328

Full Transcript

Hi. Ah! Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who are I speaking with? Kamarion King. And how can I assist you? I was calling you guys to cancel a policy that I have. Okay. What's the name of the company you work for? TRC. And the last four digits of your social? Two, two, five, one. And repeat your name for me. Ma'am? Your name? Kamarion King. K-A-M-A-R-I-O-N. Okay, and if you can confirm your address and date of birth. 6023... Oh, I'm sorry. Oh, you said address and date of birth. 6023 Crystal Drive, Lot 215, Columbus, Georgia, and... at 07-31-2005. Okay. And your phone number is 334-9922-0376? Yes, ma'am. And I have your email address as your first name, your middle name won@yahoo.com? Yes, I have. And you said you would like to cancel your coverage altogether, correct? Yes. Okay. Cancellations take one to three weeks to process, so it's possible you'll see one or two more deductions, but at most, it'd be two. Okay. And then, um, do, do we deduct the, um, the free RX, too? What do you mean, will it, does it deduct, um- I mean, not deduct. It take that off too? Yep. You wanted to cancel the both of them, correct? Yes. Yep. So the cancellation has processed for the both of them, um, and they just take one to three weeks to process. Okay. Thank you so much. No problem. Thank you so much for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Hi. Ah! Good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who are I speaking with?

Speaker speaker_1: Kamarion King.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I was calling you guys to cancel a policy that I have.

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

Speaker speaker_1: TRC.

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

Speaker speaker_1: Two, two, five, one.

Speaker speaker_0: And repeat your name for me.

Speaker speaker_1: Ma'am?

Speaker speaker_0: Your name?

Speaker speaker_1: Kamarion King. K-A-M-A-R-I-O-N.

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

Speaker speaker_1: 6023... Oh, I'm sorry. Oh, you said address and date of birth. 6023 Crystal Drive, Lot 215, Columbus, Georgia, and... at 07-31-2005.

Speaker speaker_0: Okay. And your phone number is 334-9922-0376?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as your first name, your middle name won@yahoo.com?

Speaker speaker_1: Yes, I have.

Speaker speaker_0: And you said you would like to cancel your coverage altogether, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Cancellations take one to three weeks to process, so it's possible you'll see one or two more deductions, but at most, it'd be two.

Speaker speaker_1: Okay. And then, um, do we deduct the, um, the free RX, too?

Speaker speaker_0: What do you mean, will it, does it deduct, um-

Speaker speaker_1: I mean, not deduct. It take that off too?

Speaker speaker_0: Yep. You wanted to cancel the both of them, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Yep. So the cancellation has processed for the both of them, um, and they just take one to three weeks to process.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. Have a great day.

Speaker speaker_1: You too.