

## **Transcript: Pearl**

**Rojas-5832483800662016-5242997324693504**

### **Full Transcript**

Hey. Uh, hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl 007, uh... Uh, this number called me and I was working and it told me to call it back. Okay. Do you work for a staffing agency? Uh, Megaforce. And what are the last four digits of your social? Uh, 11/21. What's your name? Uh, Eduardo Pina. All righty. Let's see here. I do have an account for you. Can you confirm your address and date of birth? Uh, 717 York Street and 10/14/2004. Okay. And what is the city and state? Ashboro, North Carolina. Okay. I have your phone number at 743-239-8- uh, 6840. Yeah. And then I have your email address as eduardop123456@icloud.com? Yeah. Okay, so it looks like they gave you a call, um, because of a text message and that you were asking to decline coverage. Yeah. Um, actually asking to decline, but without work, said he'll call back. Um, give me one second because you are enrolled in coverage. Oh, okay. So did you want to cancel your coverage or did you want to keep it? Um, because you, you replied decline coverage, but you're already enrolled in dental group accident and preventative health. Yeah, I just want to decline it. Okay, so I'll go ahead and get that canceled. Um, cancellations take one to two weeks to process, so you'll probably see one or two more deductions, but at most it'd be two. Um, actually you may see one or- Okay. Yeah, you may see one or two deductions. Okay, thank you. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: Hey. Uh, hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl 007, uh...

Speaker speaker\_1: Uh, this number called me and I was working and it told me to call it back.

Speaker speaker\_0: Okay. Do you work for a staffing agency?

Speaker speaker\_1: Uh, Megaforce.

Speaker speaker\_0: And what are the last four digits of your social?

Speaker speaker\_1: Uh, 11/21.

Speaker speaker\_0: What's your name?

Speaker speaker\_1: Uh, Eduardo Pina.

Speaker speaker\_0: All righty. Let's see here. I do have an account for you. Can you confirm your address and date of birth?

Speaker speaker\_1: Uh, 717 York Street and 10/14/2004.

Speaker speaker\_0: Okay. And what is the city and state?

Speaker speaker\_1: Ashboro, North Carolina.

Speaker speaker\_0: Okay. I have your phone number at 743-239-8- uh, 6840.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And then I have your email address as eduardop123456@icloud.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Okay, so it looks like they gave you a call, um, because of a text message and that you were asking to decline coverage.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Um, actually asking to decline, but without work, said he'll call back. Um, give me one second because you are enrolled in coverage. Oh, okay. So did you want to cancel your coverage or did you want to keep it? Um, because you, you replied decline coverage, but you're already enrolled in dental group accident and preventative health.

Speaker speaker\_1: Yeah, I just want to decline it.

Speaker speaker\_0: Okay, so I'll go ahead and get that canceled. Um, cancellations take one to two weeks to process, so you'll probably see one or two more deductions, but at most it'd be two. Um, actually you may see one or-

Speaker speaker\_1: Okay.

Speaker speaker\_0: Yeah, you may see one or two deductions.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.