

Transcript: Pearl

Rojas-5866960129277952-6039093224587264

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person are you speaking with? Hello? This is Amber. Yes? And I was calling because like the bit for like, to like take the insurance off. Okay. Do you want to cancel your coverage? I'm sorry? Do you want to cancel your coverage? Yes. What's the name of the staff agency you work for? Start. And the last four digits of your social? I'm sorry. The last four digits of your social. 2385. Bear with me one moment. Okay. And what's your address and date of birth? 16935 3019 Main St, 36089. And your date of birth? 0924 2005. And your phone number is 334-728-6231? Yes, ma'am. And you said you wanted to cancel your coverage, correct? Yes, ma'am. Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions. The most should be two. Okay. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. What other person are you speaking with?

Speaker speaker_1: Hello? This is Amber.

Speaker speaker_0: Yes?

Speaker speaker_1: And I was calling because like the bit for like, to like take the insurance off.

Speaker speaker_0: Okay. Do you want to cancel your coverage?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: Do you want to cancel your coverage?

Speaker speaker_1: Yes.

Speaker speaker_0: What's the name of the staff agency you work for?

Speaker speaker_1: Start.

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

Speaker speaker_1: I'm sorry.

Speaker speaker_0: The last four digits of your social.

Speaker speaker_1: 2385.

Speaker speaker_0: Bear with me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And what's your address and date of birth?

Speaker speaker_1: 16935 3019 Main St, 36089.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 0924 2005.

Speaker speaker_0: And your phone number is 334-728-6231?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you said you wanted to cancel your coverage, correct?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions. The most should be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: You too.