

Transcript: Pearl

Rojas-5885598252351488-5105115251818496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with? My name's Rhonda Brown. And how can I assist you, Ms. Brown? I want to cancel... Since it's open enrollment, I want to cancel my insurance that- that's been taken out. All righty. I tried to cancel it a long time ago and... 'Cause I had insurance and they wouldn't let me do it till now. Okay. What's the name of the staff agency you work for? American Staff Corp. And the last four digits of your social? 6322. All right. And if you can confirm your address . My what? Address and date of birth. Okay. My address is, uh, um... I just went blank. Hang on. It's, um... Oh. It's 1131 North Oklahoma Avenue, Claremore, Oklahoma 74017. And my birthdate's 09/01/1963. City and state? Claremore, Oklahoma. Okay. Can I have your phone number as 918-706-3276? Yes. Can I have your email address as rhombabrown991@gmail.com? Yes. And you said you'd like to cancel your coverage. Correct? Yes. All righty. 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. Okay. Do you have any questions? All right. Nope. I'm just r- glad to get it taken off of there. All righty. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with?

Speaker speaker_1: My name's Rhonda Brown.

Speaker speaker_0: And how can I assist you, Ms. Brown?

Speaker speaker_1: I want to cancel... Since it's open enrollment, I want to cancel my insurance that- that's been taken out.

Speaker speaker_0: All righty.

Speaker speaker_1: I tried to cancel it a long time ago and... 'Cause I had insurance and they wouldn't let me do it till now.

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

Speaker speaker_1: American Staff Corp.

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

Speaker speaker_1: 6322.

Speaker speaker_0: All right. And if you can confirm your address .

Speaker speaker_1: My what?

Speaker speaker_0: Address and date of birth.

Speaker speaker_1: Okay. My address is, uh, um... I just went blank. Hang on. It's, um... Oh. It's 1131 North Oklahoma Avenue, Claremore, Oklahoma 74017. And my birthdate's 09/01/1963.

Speaker speaker_0: City and state?

Speaker speaker_1: Claremore, Oklahoma.

Speaker speaker_0: Okay. Can I have your phone number as 918-706-3276?

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as rhombabrown991@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you'd like to cancel your coverage. Correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. 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: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: All right. Nope. I'm just r- glad to get it taken off of there.

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

Speaker speaker_1: Thank you. You too. Bye-bye.

Speaker speaker_0: Bye.