

## **Transcript: Pearl**

**Rojas-5927107696443392-5424256415088640**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, yes, this is, uh, Jonathan Locklear. And how can I assist you? I was, uh, calling to decline my coverage. All righty. What's the name of the company you work for? Uh, Mega Force. And the last four digits of your social? Uh, six, zero, zero, nine. All righty. And if you can confirm your address and date of birth. My address is 723 Lauren Lane, Bensville, South Carolina and my date of birth is March 5th, 1997. All righty. Then I have your phone number as 295... No, I'm sorry, 843-862-8179. Yes, ma'am. I'm gonna... Let's see here one moment. Okay. So we... There was an, um... That was actually an enrollment form process, so you are enrolled in coverage. I can cancel it for you. They haven't made any deductions yet and I can cancel it for you, but it does take one to two weeks to process. So you may see one or two deductions, um, but at most it'd be two, if any. That's fine. All right. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Uh, yes, this is, uh, Jonathan Locklear.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: I was, uh, calling to decline my coverage.

Speaker speaker\_0: All righty. What's the name of the company you work for?

Speaker speaker\_1: Uh, Mega Force.

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

Speaker speaker\_1: Uh, six, zero, zero, nine.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_1: My address is 723 Lauren Lane, Bensville, South Carolina and my date of birth is March 5th, 1997.

Speaker speaker\_0: All righty. Then I have your phone number as 295... No, I'm sorry, 843-862-8179.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: I'm gonna... Let's see here one moment. Okay. So we... There was an, um... That was actually an enrollment form process, so you are enrolled in coverage. I can cancel it for you. They haven't made any deductions yet and I can cancel it for you, but it does take one to two weeks to process. So you may see one or two deductions, um, but at most it'd be two, if any.

Speaker speaker\_1: That's fine.

Speaker speaker\_0: All right. 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.

Speaker speaker\_0: Bye-bye.

Speaker speaker\_1: Bye-bye.