

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Veterans in a Car. My name is Cheryl. Who by the way was speaking with? Hiya, this is Jamesha Wafacala. And how can I assist you? Um, yes, um, I forgot I had enrolled into, um, dental, dental and eye, um, insurance, and I would like to cancel that because I forgot I had Medicaid, so I really didn't need the insurance. Okay, what's the name of the staffing agency you work for? Megacorp. And the last four digits of your social? 7070. Ready? And can you confirm your address and date of birth? Um, it says 228 Capital Road, Winston-Salem, 278- 27983, and my date of birth is 06-23-1997. Okay, may I have your phone number as 252-740-5360- 5336? Yes. And I have your email address as your first name, your, um- First name. ... last name eight at gmail.com? Yes. All right. And you said you wanted to cancel your coverage, correct? Yes. All right. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but I'd love to be too. All right, thank you. Thank you so much for calling. Have a great day. Take care.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Veterans in a Car. My name is Cheryl. Who by the way was speaking with?

Speaker speaker_2: Hiya, this is Jamesha Wafacala.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yes, um, I forgot I had enrolled into, um, dental, dental and eye, um, insurance, and I would like to cancel that because I forgot I had Medicaid, so I really didn't need the insurance.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: Megacorp.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 7070.

Speaker speaker_1: Ready? And can you confirm your address and date of birth?

Speaker speaker_2: Um, it says 228 Capital Road, Winston-Salem, 278- 27983, and my date of birth is 06-23-1997.

Speaker speaker_1: Okay, may I have your phone number as 252-740-5360- 5336?

Speaker speaker_2: Yes.

Speaker speaker_1: And I have your email address as your first name, your, um-

Speaker speaker_2: First name.

Speaker speaker_1: ... last name eight at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. And you said you wanted to cancel your coverage, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but I'd love to be too.

Speaker speaker_2: All right, thank you.

Speaker speaker_1: Thank you so much for calling. Have a great day.

Speaker speaker_2: Take care.