

Transcript: Pearl

Rojas-6038570206281728-4945427072335872

Full Transcript

Hello, and welcome to the... or who is speaking with? Ebony Turner. And how can I assist you, Ms. Turner? Okay, I was trying to opt out for the insurance. I don't want to be on record. Okay, what's the name of the staffing agency you work for? Carlson. And the last four digits of your social? Three, three, three, six. Okay, give me one moment. Okay. Then, what is your address and date of birth? 68, uh, no, five, sorry, 10919 Old Freeway, Houston, Texas 77087, May 7th, 1995. Okay, so I have a different address on file. 6826 Ridgeway Drive, Houston, Texas 77087. Okay, and I have your phone number as 832-938-0155? Yes, that's correct. All right, and you said you wanted to decline coverage today, correct? Okay, so your, your enrollment... Uh, okay, one second. So your enrollment was processed. I can cancel that for you, um, but you may see one, you may see one deduction. Okay. All righty. Is there anything else I can assist you with today? No, ma'am, that's it. I'll get a confirmation about the con- uh, cancellation. Um, I can definitely get you one sent to you. Okay, that'd be perfect. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hello, and welcome to the... or who is speaking with?

Speaker speaker_1: Ebony Turner.

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

Speaker speaker_1: Okay, I was trying to opt out for the insurance. I don't want to be on record.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: Carlson.

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

Speaker speaker_1: Three, three, three, six.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: Then, what is your address and date of birth?

Speaker speaker_1: 68, uh, no, five, sorry, 10919 Old Freeway, Houston, Texas 77087, May 7th, 1995.

Speaker speaker_0: Okay, so I have a different address on file.

Speaker speaker_1: 6826 Ridgeway Drive, Houston, Texas 77087.

Speaker speaker_0: Okay, and I have your phone number as 832-938-0155?

Speaker speaker_1: Yes, that's correct.

Speaker speaker_0: All right, and you said you wanted to decline coverage today, correct? Okay, so your, your enrollment... Uh, okay, one second. So your enrollment was processed. I can cancel that for you, um, but you may see one, you may see one deduction.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty. Is there anything else I can assist you with today?

Speaker speaker_1: No, ma'am, that's it. I'll get a confirmation about the con- uh, cancellation.

Speaker speaker_0: Um, I can definitely get you one sent to you.

Speaker speaker_1: Okay, that'd be perfect.

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

Speaker speaker_1: You too.