

Transcript: Pearl

Rojas-6094451225313280-5971785671688192

Full Transcript

Good morning. Thank you for calling Benefits and a Card. My name is Pearl ... and how can I help you? I'm Julia Lisa Carter. And how can I assist you? Uh, I'm calling because I see that I'm getting benefits from you guys and I want to cancel them. Okay. What's the name of the staff agency you work for? Uh, HSS. And the last four digits of your Social? Five six zero five. All right. Give me one moment. And what's your address and date of birth? Uh, my birthday, my birthday is 12/5/... oh, God, 12... December 5th, 1990. My address is 703 Washington Way, Minot, Georgia 30089. Okay. And I have your phone number as 470-983-1434. Yes. All right. And you said you wanted to cancel your coverage, correct? Yes. Okay. So your coverage just began today. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions but at most it'll be two. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits and a Card. My name is Pearl ... and how can I help you?

Speaker speaker_1: I'm Julia Lisa Carter.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I'm calling because I see that I'm getting benefits from you guys and I want to cancel them.

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

Speaker speaker_1: Uh, HSS.

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

Speaker speaker_1: Five six zero five.

Speaker speaker_0: All right. Give me one moment. And what's your address and date of birth?

Speaker speaker_1: Uh, my birthday, my birthday is 12/5/... oh, God, 12... December 5th, 1990. My address is 703 Washington Way, Minot, Georgia 30089.

Speaker speaker_0: Okay. And I have your phone number as 470-983-1434.

Speaker speaker_1: Yes.

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

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So your coverage just began today. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions but at most it'll be two.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.