

Transcript: Pearl

Rojas-6100446693244928-6453673309716480

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 Hu, and I have the pleasure of speaking with... Hi, this is Kaylee. And how can I assist you, Miss Kaylee? Um, I'm trying to cancel my plan but it won't let me do it off of your website. Okay, what's the name of the staffing agency you work for? I'm sorry, what was that? What's the name of the staffing agency you work for? Uh, Care Builders At Home. And the last four digits of your social? Um, 9795. All righty. And... and can you give me your address and date of birth? Um, 05/14/04. And your address? 4512 North Saginaw Road, Apartment 128. Okay, did you recently move or give a different address to the staffing agency? Uh, they have a different address on file. I think it's still the old address on the website. Okay, what is that address? I'm sorry, what? What was that address? The old address or the new one? The old address. What was it? Um, 707 East Indian Street. Okay, and the city and state there? What? The city and state. Uh, Midland, Michigan. All righty. And you said the, the new address is 4512 North Saginaw Road? Yep. And, I'm sorry, what was the apartment number? Apartment 128. Okay, and I have your phone number as 989-495-8847. Yep. Your email address as kmay5144 or 404@gmail.com? Yep. Okay. And you wanted to cancel your coverage altogether? Yes, please. All righty. Give me one moment. Yes, this company open enrollment so you can go ahead and cancel all that coverage. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions. Excuse me, but I must be here. Okay. Do you have any questions? Uh, nope, that was it. All righty, thank you so much for calling. You have a great day. Thank you, you too. Bye-bye.

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 Benefits in a Card. My name is Pearl Hu, and I have the pleasure of speaking with...

Speaker speaker_2: Hi, this is Kaylee.

Speaker speaker_1: And how can I assist you, Miss Kaylee?

Speaker speaker_2: Um, I'm trying to cancel my plan but it won't let me do it off of your website.

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

Speaker speaker_2: I'm sorry, what was that?

Speaker speaker_1: What's the name of the staffing agency you work for?

Speaker speaker_2: Uh, Care Builders At Home.

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

Speaker speaker_2: Um, 9795.

Speaker speaker_1: All righty. And... and can you give me your address and date of birth?

Speaker speaker_2: Um, 05/14/04.

Speaker speaker_1: And your address?

Speaker speaker_2: 4512 North Saginaw Road, Apartment 128.

Speaker speaker_1: Okay, did you recently move or give a different address to the staffing agency?

Speaker speaker_2: Uh, they have a different address on file. I think it's still the old address on the website.

Speaker speaker_1: Okay, what is that address?

Speaker speaker_2: I'm sorry, what?

Speaker speaker_1: What was that address?

Speaker speaker_2: The old address or the new one?

Speaker speaker_1: The old address. What was it?

Speaker speaker_2: Um, 707 East Indian Street.

Speaker speaker_1: Okay, and the city and state there?

Speaker speaker_2: What?

Speaker speaker_1: The city and state.

Speaker speaker_2: Uh, Midland, Michigan.

Speaker speaker_1: All righty. And you said the, the new address is 4512 North Saginaw Road?

Speaker speaker_2: Yep.

Speaker speaker_1: And, I'm sorry, what was the apartment number?

Speaker speaker_2: Apartment 128.

Speaker speaker_1: Okay, and I have your phone number as 989-495-8847.

Speaker speaker_2: Yep.

Speaker speaker_1: Your email address as kmay5144 or 404@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: Okay. And you wanted to cancel your coverage altogether?

Speaker speaker_2: Yes, please.

Speaker speaker_1: All righty. Give me one moment. Yes, this company open enrollment so you can go ahead and cancel all that coverage. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions. Excuse me, but I must be here.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: Uh, nope, that was it.

Speaker speaker_1: All righty, thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you, you too.

Speaker speaker_1: Bye-bye.