

Transcript: Pearl

Rojas-6123837061808128-5826463793889280

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. Who the hell was I speaking with? My name is Janith Mitchell. And how can I assist you? Um, I called you to, for my benefits also. I want to cancel my benefits, please. Okay, you want to cancel. What is the name of the staffing agency you work for? Say again? The name of the staffing agency you work for? Yeah, I was working for Surge. And the last four digits of your social? 4679. And you said your last name is Mitchell, right? Yeah, Mitchell. Okay. And what is your address and date of birth? The due, the due, um, October 12, 1964. And your address? My address? 6514 Coventry Drive, Columbus, Ohio. Apartment B-43 to 22. Okay. And I have your phone number as 786-967-6079? Say again? Your phone number is 786-967-6079? Yes. Can I have your email address as your first name, your last name at gmail.com? Yes. And you said you would like to cancel, right? Yeah, cancel the benefits, please. Okay. Cancellations take four to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay. Okay. Do you have any questions? No problem. Thank you so much for calling. You have a great day. You too.

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. Who the hell was I speaking with?

Speaker speaker_2: My name is Janith Mitchell.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I called you to, for my benefits also. I want to cancel my benefits, please.

Speaker speaker_1: Okay, you want to cancel. What is the name of the staffing agency you work for?

Speaker speaker_2: Say again?

Speaker speaker_1: The name of the staffing agency you work for?

Speaker speaker_2: Yeah, I was working for Surge.

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

Speaker speaker_2: 4679.

Speaker speaker_1: And you said your last name is Mitchell, right?

Speaker speaker_2: Yeah, Mitchell.

Speaker speaker_1: Okay. And what is your address and date of birth?

Speaker speaker_2: The due, the due, um, October 12, 1964.

Speaker speaker_1: And your address?

Speaker speaker_2: My address? 6514 Coventry Drive, Columbus, Ohio. Apartment B-43 to 22.

Speaker speaker_1: Okay. And I have your phone number as 786-967-6079?

Speaker speaker_2: Say again?

Speaker speaker_1: Your phone number is 786-967-6079?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as your first name, your last name at gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And you said you would like to cancel, right?

Speaker speaker_2: Yeah, cancel the benefits, please.

Speaker speaker_1: Okay. Cancellations take four to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_2: Okay.

Speaker speaker_1: Okay. Do you have any questions?

Speaker speaker_2: No problem.

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

Speaker speaker_2: You too.