

Transcript: Pearl

Rojas-6392062638866432-6229779950387200

Full Transcript

Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who does, was I speaking with? Uh, my, my, my name is Mosura Ishola. I work with Fresh Express under Surge. And how can I assist you? I said my m- my name is Mosura Ishola. I have a, I have insurance with, with you. Can I- And they're deducting my money. Uh-huh. Now how can I help you? Did you want to cancel it? Yes. I want to c- c- cancel it. That was why I called. And what are the last four digit of your Social? Okay. 5627. My last four digits, my Social Security Card is 56- Okay, and what is your address and date of birth? You said what? Address and date of birth. My date of birth 20, uh, 04-26-1979. 04? 26. 26? Yes. 19- I have a different date of birth on your account. Can you provide me with your complete Social? Okay. I'm, I'm coming. Just, just a moment please. Just three minutes. I'm checking my Social out because I just, uh, I just made money. I'm coming. Sorry. I'm coming, please. Okay. My, my, my, my full Social, six, three, six... Are you there? Yes. Six, three, six, five, nine, five, six, two, seven. Okay, and what is your address? Uh, my address I live in, uh, I've changed my address now. Before I live in, uh, Crimson Crescent, but now I'm, I'm in another house now. I'm not staying in my old house again. Okay, what's the address on Crimson Ridge? Crimson Ridge, uh, 6... Give me a moment, please. All right. I'm sorry. What's your new address? Wait, wait. Wait, I've never left that place a year ago. It's fine. What is your new address? My, my new address is 7706 Muscadine Lane, Jonesboro. Muscadine Lane, Jonesboro. My old address- Uh, uh, it's okay. I don't need the old address anymore. Okay. My old address was 519. I'm not staying there. But now I stay 70... 706 Muscadine Lane. Okay. And I have your phone number as 678- That's my... ... 328-0279? Correct. And you want to cancel, correct? Yes. Okay. Cancellations take one to two weeks to process, so you may see one or two more deductions but at most it'd be two. Okay. Do you have any questions? No, at all. Thank you so much for calling. You have a great day. Thank you so much. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who does, was I speaking with?

Speaker speaker_1: Uh, my, my, my name is Mosura Ishola. I work with Fresh Express under Surge.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I said my m- my name is Mosura Ishola. I have a, I have insurance with, with you.

Speaker speaker_0: Can I-

Speaker speaker_1: And they're deducting my money.

Speaker speaker_0: Uh-huh. Now how can I help you? Did you want to cancel it?

Speaker speaker_1: Yes. I want to c- c- cancel it. That was why I called.

Speaker speaker_0: And what are the last four digit of your Social?

Speaker speaker_1: Okay. 5627. My last four digits, my Social Security Card is 56-

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

Speaker speaker_1: You said what?

Speaker speaker_0: Address and date of birth.

Speaker speaker_1: My date of birth 20, uh, 04-26-1979.

Speaker speaker_0: 04?

Speaker speaker_1: 26.

Speaker speaker_0: 26?

Speaker speaker_1: Yes. 19-

Speaker speaker_0: I have a different date of birth on your account. Can you provide me with your complete Social?

Speaker speaker_1: Okay. I'm, I'm coming. Just, just a moment please. Just three minutes. I'm checking my Social out because I just, uh, I just made money. I'm coming. Sorry. I'm coming, please. Okay. My, my, my, my full Social, six, three, six... Are you there?

Speaker speaker_0: Yes.

Speaker speaker_1: Six, three, six, five, nine, five, six, two, seven.

Speaker speaker_0: Okay, and what is your address?

Speaker speaker_1: Uh, my address I live in, uh, I've changed my address now. Before I live in, uh, Crimson Crescent, but now I'm, I'm in another house now. I'm not staying in my old house again.

Speaker speaker_0: Okay, what's the address on Crimson Ridge?

Speaker speaker_1: Crimson Ridge, uh, 6... Give me a moment, please.

Speaker speaker_0: All right. I'm sorry. What's your new address?

Speaker speaker_1: Wait, wait. Wait, I've never left that place a year ago.

Speaker speaker_0: It's fine. What is your new address?

Speaker speaker_1: My, my new address is 7706 Muscadine Lane, Jonesboro. Muscadine Lane, Jonesboro. My old address-

Speaker speaker_0: Uh, uh, it's okay. I don't need the old address anymore.

Speaker speaker_1: Okay. My old address was 519. I'm not staying there. But now I stay 70... 706 Muscadine Lane.

Speaker speaker_0: Okay. And I have your phone number as 678-

Speaker speaker_1: That's my...

Speaker speaker_0: ... 328-0279?

Speaker speaker_1: Correct.

Speaker speaker_0: And you want to cancel, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. Cancellations take one to two weeks to process, so you may see one or two more deductions but at most it'd be two.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, at all.

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

Speaker speaker_1: Thank you so much. Bye-bye.

Speaker speaker_0: Bye-bye.