

Transcript: Pearl

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Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with? Uh, this is Dave Scott. I'm currently working through Surge and I was calling about insurance that was getting taken down of my check that I didn't want. Okay. Do you want to cancel your coverage today? Yes. All righty. And what is the last four digits of your social? 5369. All righty. And if you can confirm your address and date of birth. Um, it's... I'm not sure. My address is 2171 Winchester West. Is that the address that I had for Surge? Yes, sir. If you can give me that city and state? Say again? City and state? Oh, sorry. Uh, Bucyrus, Ohio, 44820. All righty. And your date of birth. 3/26/74. All righty. And I have your phone number as 419-617-6947? Yes. And I have your email address as bennettglenn330@gmail.com? Yes. All right. And you said you wanted to cancel, correct? Yes. All right. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Oh. Oh, okay. Anything else? I gotcha. N- nope. Thank you so much for calling . Why'd it take so long to cancel that out? Um, just because it has to go different, two different companies. It has to go from us to, to your payroll departments and insurance carriers to, um, everybody to get that canceled out the system. Oh, okay. Yeah. I wouldn't even... didn't even know I was getting it or had it, and then I didn't understand what was getting taken out and then they told me what it was, so they gave me the number to call, so. All right. Have a good day. Thank you. You as well. Thank you so much for calling. Mm, bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl . Who am I speaking with?

Speaker speaker_1: Uh, this is Dave Scott. I'm currently working through Surge and I was calling about insurance that was getting taken down of my check that I didn't want.

Speaker speaker_0: Okay. Do you want to cancel your coverage today?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. And what is the last four digits of your social?

Speaker speaker_1: 5369.

Speaker speaker_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker_1: Um, it's... I'm not sure. My address is 2171 Winchester West. Is that the address that I had for Surge?

Speaker speaker_0: Yes, sir. If you can give me that city and state?

Speaker speaker_1: Say again?

Speaker speaker_0: City and state?

Speaker speaker_1: Oh, sorry. Uh, Bucyrus, Ohio, 44820.

Speaker speaker_0: All righty. And your date of birth.

Speaker speaker_1: 3/26/74.

Speaker speaker_0: All righty. And I have your phone number as 419-617-6947?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as bennettglenn330@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And you said you wanted to cancel, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Cancellations take one 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_1: Oh. Oh, okay.

Speaker speaker_0: Anything else?

Speaker speaker_1: I gotcha. N- nope.

Speaker speaker_0: Thank you so much for calling .

Speaker speaker_1: Why'd it take so long to cancel that out?

Speaker speaker_0: Um, just because it has to go different, two different companies. It has to go from us to, to your payroll departments and insurance carriers to, um, everybody to get that canceled out the system.

Speaker speaker_1: Oh, okay. Yeah. I wouldn't even... didn't even know I was getting it or had it, and then I didn't understand what was getting taken out and then they told me what it was, so they gave me the number to call, so. All right. Have a good day. Thank you.

Speaker speaker_0: You as well. Thank you so much for calling.

Speaker speaker_1: Mm, bye.