

Transcript: Pearl

Rojas-6456815443722240-5618476868124672

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 do I have the pleasure of speaking with? Uh, my name is Jordan. And how can I assist you, Mr. Jordan? Um, I was calling because I... my job gave me, um, health insurance with you guys, and I just needed to cancel it since I already have healthcare. Okay. What's the name of the staff agencies you work for? Uh, Wagner. And the last four digits of your social? 0406. All right. And if you can just confirm your address and date of birth. October 24, 1993. And, uh, my, my house address you said? Yes. Uh, house address, 5245 Wildwood Lane, Dou- Douglasville, Georgia. All right. And it looks like we don't have a phone number on file for you. Would you like to provide one? Uh, no, that's okay. Okay. Can I have your email address as multigladi-gladius75@Yahoo.com? Yes. And you said you wanted to cancel, correct? Mm-hmm. Okay. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most, you'd be too. Okay. I understand. Okay. Do you have any questions? Um, no, that's it. So you were able to cancel it? Yes, sir. Okay. Thank you so much. No problem. Thank you so much for calling. You have a great day. All right. You too. Be blessed. 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 Who do I have the pleasure of speaking with?

Speaker speaker_2: Uh, my name is Jordan.

Speaker speaker_1: And how can I assist you, Mr. Jordan?

Speaker speaker_2: Um, I was calling because I... my job gave me, um, health insurance with you guys, and I just needed to cancel it since I already have healthcare.

Speaker speaker_1: Okay. What's the name of the staff agencies you work for?

Speaker speaker_2: Uh, Wagner.

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

Speaker speaker_2: 0406.

Speaker speaker_1: All righty. And if you can just confirm your address and date of birth.

Speaker speaker_2: October 24, 1993. And, uh, my, my house address you said?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, house address, 5245 Wildwood Lane, Dou- Douglasville, Georgia.

Speaker speaker_1: All righty. And it looks like we don't have a phone number on file for you. Would you like to provide one?

Speaker speaker_2: Uh, no, that's okay.

Speaker speaker_1: Okay. Can I have your email address as multigladius75@Yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And you said you wanted to cancel, correct?

Speaker speaker_2: Mm-hmm.

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

Speaker speaker_2: Okay. I understand.

Speaker speaker_1: Okay. Do you have any questions?

Speaker speaker_2: Um, no, that's it. So you were able to cancel it?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. Thank you so much.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: All right. You too. Be blessed. Bye-bye.