

Transcript: Pearl

Rojas-6571977300033536-5292106942824448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hey, how's it going? This is Nicolas Bamberg. And how can I assist you? Okay, um, I was, um, trying to take off my, um, like my Medicaid and, um, dental stuff for my job. Okay. What's the name of the staffing agency you work for? Um, TRC. And the last four digits of your social? 1274. All right. And can you confirm your address and date of birth? Uh, 3504 Amwood Drive, Columbia, South Carolina 29209 and 8-18-92. All right. And I have your phone number as 832-933-5600? Ma'am? Your phone number, 832-933-5600? Yes, ma'am. Can I have your email address as gudawildattack74@icloud.com? Yes, ma'am. Okay. And you said you wanted to cancel. Did you want it covered, all your coverage altogether? Uh, I want to cancel, like, everything. Okay. Uh, I can go ahead and get that done for you. Cancellations take one to two weeks to process, so you may see one or two more deductions, but it mostly be two. Okay, o-... All right, um, so with this, y- you guys don't happen to do, like, the state and federal taxes or nothing else? No, sir. Okay. All right, thank you. Yeah, that's all I wanted to do with that. No problem. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: 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: Hey, how's it going? This is Nicolas Bamberg.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Okay, um, I was, um, trying to take off my, um, like my Medicaid and, um, dental stuff for my job.

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

Speaker speaker_2: Um, TRC.

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

Speaker speaker_2: 1274.

Speaker speaker_1: All right. And can you confirm your address and date of birth?

Speaker speaker_2: Uh, 3504 Amwood Drive, Columbia, South Carolina 29209 and 8-18-92.

Speaker speaker_1: All right. And I have your phone number as 832-933-5600?

Speaker speaker_2: Ma'am?

Speaker speaker_1: Your phone number, 832-933-5600?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Can I have your email address as gudawildattack74@icloud.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And you said you wanted to cancel. Did you want it covered, all your coverage altogether?

Speaker speaker_2: Uh, I want to cancel, like, everything.

Speaker speaker_1: Okay. Uh, I can go ahead and get that done for you. Cancellations take one to two weeks to process, so you may see one or two more deductions, but it mostly be two.

Speaker speaker_2: Okay, o-... All right, um, so with this, y- you guys don't happen to do, like, the state and federal taxes or nothing else?

Speaker speaker_1: No, sir.

Speaker speaker_2: Okay. All right, thank you. Yeah, that's all I wanted to do with that.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye.