

Transcript: Pearl

Rojas-6696093719117824-5470730338877440

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Hi. My name is Najma. Um, I'm just calling to make sure that my benefits are canceled. Okay. What's the name of the staffing agency you work for? TRC Staffing Agency, I believe. Sorry, TRC Talent Solutions. And the last four digits of your social? I'm sorry? The last four digits of your social. 5657. And your address and date of birth? 2768 South 160th Ave... Oh, sorry. What am I saying? 2768 South 160th S., sorry, 160th Lane, 85338 Goodyear, Arizona. And then what was the other thing you asked for? Um, can you provide me with the city and state as well please? Yeah. Goodyear, Arizona. And your date of birth? January 12th, 05. Okay. Can I have your phone number as 480-810-6752? Yeah. All righty. Let me take a look here. So yes, your coverage has been canceled. Okay. Thank you so much. No problem. Thank you so much for calling and have a great day. When, when, when was it- What? Sorry, when was it canceled by? Was it last week or this week? When was the last day of coverage or when did you process the cancellation? When was the last day, when was that day? The 23rd of this month. The 23rd? Yes. Oh, okay, that makes sense. Thank you. No problem. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: 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_1: Hi. My name is Najma. Um, I'm just calling to make sure that my benefits are canceled.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: TRC Staffing Agency, I believe. Sorry, TRC Talent Solutions.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: I'm sorry?

Speaker speaker_0: The last four digits of your social.

Speaker speaker_1: 5657.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: 2768 South 160th Ave... Oh, sorry. What am I saying? 2768 South 160th S., sorry, 160th Lane, 85338 Goodyear, Arizona. And then what was the other thing you asked for?

Speaker speaker_0: Um, can you provide me with the city and state as well please?

Speaker speaker_1: Yeah. Goodyear, Arizona.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: January 12th, 05.

Speaker speaker_0: Okay. Can I have your phone number as 480-810-6752?

Speaker speaker_1: Yeah.

Speaker speaker_0: All righty. Let me take a look here. So yes, your coverage has been canceled.

Speaker speaker_1: Okay. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling and have a great day.

Speaker speaker_1: When, when, when was it-

Speaker speaker_0: What?

Speaker speaker_1: Sorry, when was it canceled by? Was it last week or this week?

Speaker speaker_0: When was the last day of coverage or when did you process the cancellation?

Speaker speaker_1: When was the last day, when was that day?

Speaker speaker_0: The 23rd of this month.

Speaker speaker_1: The 23rd?

Speaker speaker_0: Yes.

Speaker speaker_1: Oh, okay, that makes sense. Thank you.

Speaker speaker_0: No problem. Thank you.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.