

Transcript: Pearl

Rojas-6748283945140224-5591084262801408

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who it is I'm speaking with? Uh, yes, ma'am. My name is Lawson Maxey. And how can I assist you? So, I recently enrolled in this insurance through my staffing agency, TRC. Okay. Yes, ma'am. And I was wanting to call to cancel this insurance, please. Okay. And what are the last four digits of your social? Um, 8534. All right. And if you can verify your address and date of birth. Address and date of birth, you said? Yes. My address is 298 Holly Springs School Road, Pickens, South Carolina. And my date of birth is October the 2nd, 2020. Okay. And I have your phone number at 864-518-9166. Yes, ma'am. That's correct. And I have your email address as lawsonmaxey01@gmail.com. Yes, ma'am. And you want to cancel all the coverage together, correct? Yes, ma'am. That's it. All righty. 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. Well, now, could you repeat that? I'm sorry. I said, um, "Cancellations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two." Okay. I understand that. Do you have any questions? Um, none that I can think of. Um, that's really all, all I was wanting to call about though today at this right now. All righty. Thank you so much for calling. You have a great day. Great. You too. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. May I know who it is I'm speaking with?

Speaker speaker_1: Uh, yes, ma'am. My name is Lawson Maxey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, I recently enrolled in this insurance through my staffing agency, TRC.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes, ma'am. And I was wanting to call to cancel this insurance, please.

Speaker speaker_0: Okay. And what are the last four digits of your social?

Speaker speaker_1: Um, 8534.

Speaker speaker_0: All right. And if you can verify your address and date of birth.

Speaker speaker_1: Address and date of birth, you said?

Speaker speaker_0: Yes.

Speaker speaker_1: My address is 298 Holly Springs School Road, Pickens, South Carolina. And my date of birth is October the 2nd, 2020.

Speaker speaker_0: Okay. And I have your phone number at 864-518-9166.

Speaker speaker_1: Yes, ma'am. That's correct.

Speaker speaker_0: And I have your email address as lawsonmaxey01@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And you want to cancel all the coverage together, correct?

Speaker speaker_1: Yes, ma'am. That's it.

Speaker speaker_0: All righty. 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: Well, now, could you repeat that? I'm sorry.

Speaker speaker_0: I said, um, "Cancelations take one to two weeks to process, so it's possible you'll see one or two more deductions, but at most it'd be two."

Speaker speaker_1: Okay. I understand that.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: Um, none that I can think of. Um, that's really all, all I was wanting to call about though today at this right now.

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

Speaker speaker_1: Great. You too. Thank you.