

## **Transcript: Estefania**

**Acevedo-5755312278913024-5510290301829120**

### **Full Transcript**

Your call may be monitored or recorded- Hello? ... for quality assurance purposes. Hello? Hello? Are you there? Hey, good afternoon. I'm calling from 3RF.com. I'm looking to speak with Mr. Troy. Oh, yeah, yeah. This is Troy. Um, I was calling back because they were asking me if I could contact you again, since they're seeing two files with your same information but two different emails. They wanted me to confirm to see which one it was. Is it... it is the 3RF account, right? Um, 'cause I see one with troybarbersits@gmail.com. That's the one we did the cancellation, but then they also see russandtroy@yahoo.com. So, yeah, they both need to be canceled. So, yeah, there was only one, supposed to be one. I think that was the confusion. Mm-hmm. So, yeah, if they can... if you can cancel both of them and then that other payment, I don't need that service. I think that was the confusion last time was- Mm-hmm. ... I didn't know how to reinstate it, so I used a different email. Mm-hmm. Yeah, and then that other one never got canceled, so I don't need double coverage like that, right? Okay. 'Cause I was the primary on both of them. Okay, so they both need a... 'cause they're telling me that they see two separate emails using the same information. Right. Uh, give me one second. Let me... there. Okay. Okay. So, I just got another email just now as I'm speaking and they told me to avoid the pending transaction and that they ended both accounts. Okay, perfect. Okay, that's good, and then they won't charge me that other fee, 'cause I don't need it, right? Uh, yes, I believe so. But let me send them a- another email just to verify and I'll be giving you a call back, but that's what it sounds. So, thankfully they- Okay. ... did cancel, um, them pending transactions, but I just wanna be 100% sure before I tell you- Okay. ... but that's what it sounds like. Perfect. That'll work. So, if you don't answer, that's fine and I'll leave you a voice message, um, but I will definitely be calling you back just to give you that confirmation, but I believe- Perfect. ... that's what it sounds like, okay? Let me let you know. Yeah, that's what happened. Okay, thank you so much. I appreciate it. You welcome. I hope you have a great day. Okay, you too. Thank you. Thank you. Bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded-

Speaker speaker\_1: Hello?

Speaker speaker\_0: ... for quality assurance purposes.

Speaker speaker\_1: Hello? Hello? Are you there?

Speaker speaker\_2: Hey, good afternoon. I'm calling from 3RF.com. I'm looking to speak with Mr. Troy.

Speaker speaker\_1: Oh, yeah, yeah. This is Troy.

Speaker speaker\_2: Um, I was calling back because they were asking me if I could contact you again, since they're seeing two files with your same information but two different emails. They wanted me to confirm to see which one it was. Is it... it is the 3RF account, right? Um, 'cause I see one with troybarbersits@gmail.com. That's the one we did the cancellation, but then they also see russandtroy@yahoo.com.

Speaker speaker\_1: So, yeah, they both need to be canceled. So, yeah, there was only one, supposed to be one. I think that was the confusion.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: So, yeah, if they can... if you can cancel both of them and then that other payment, I don't need that service. I think that was the confusion last time was-

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: ... I didn't know how to reinstate it, so I used a different email.

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_1: Yeah, and then that other one never got canceled, so I don't need double coverage like that, right?

Speaker speaker\_2: Okay.

Speaker speaker\_1: 'Cause I was the primary on both of them.

Speaker speaker\_2: Okay, so they both need a... 'cause they're telling me that they see two separate emails using the same information.

Speaker speaker\_1: Right.

Speaker speaker\_2: Uh, give me one second. Let me... there.

Speaker speaker\_1: Okay.

Speaker speaker\_2: Okay. So, I just got another email just now as I'm speaking and they told me to avoid the pending transaction and that they ended both accounts.

Speaker speaker\_1: Okay, perfect. Okay, that's good, and then they won't charge me that other fee, 'cause I don't need it, right?

Speaker speaker\_2: Uh, yes, I believe so. But let me send them a- another email just to verify and I'll be giving you a call back, but that's what it sounds. So, thankfully they-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... did cancel, um, them pending transactions, but I just wanna be 100% sure before I tell you-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... but that's what it sounds like.

Speaker speaker\_1: Perfect. That'll work.

Speaker speaker\_2: So, if you don't answer, that's fine and I'll leave you a voice message, um, but I will definitely be calling you back just to give you that confirmation, but I believe-

Speaker speaker\_1: Perfect.

Speaker speaker\_2: ... that's what it sounds like, okay? Let me let you know.

Speaker speaker\_1: Yeah, that's what happened. Okay, thank you so much. I appreciate it.

Speaker speaker\_2: You welcome. I hope you have a great day.

Speaker speaker\_1: Okay, you too. Thank you.

Speaker speaker\_2: Thank you. Bye.

Speaker speaker\_1: Bye-bye.