

Transcript: Pearl

Rojas-4538507476647936-6072560642211840

Full Transcript

Good morning. Thank you for calling Veterans Benefits Card. My name is Pearl. Who may I place your order? Speaking with? I'm here. Good morning. Uh, my name is Marjorie. I was just trying to... I didn't want the insurance that we have. I wanna cancel that. Okay. You wanna cancel insurance. What's the name of the staff agency you work for? Um, Surge. And the last four digits of your social? 8480. And you said your first name is Marjorie? Mm-hmm. M-A-R-J-O- How long have you... How long have you been working for Surge? Um, we've been... doo, doo, doo... I know, uh, like two months. Mm. And you said the last four of your social are 8480? No, 8280. Oh, I'm sorry. Give me one moment. 8280. Marjorie. Okay. And if you can confirm your a- date of birth? Um, 12/09/92, um, 2005. And your address? 99 Spam Avenue. I'm signing for Kentucky 40601. And have you heard of Res 502 545-5971? Yes. And you said you wanted to cancel the coverage, correct? I couldn't hear you with that part. You said you wanted to cancel the coverage. Correct? Uh, yes. Yes. Yes. Correct. Okay. Cancellations take one to two weeks to process. So it's possible you'll see one or two more deductions, but it must be two. Okay. All right. Thank you. Thank you so much for calling. Have a great day. You too.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Veterans Benefits Card. My name is Pearl. Who may I place your order? Speaking with?

Speaker speaker_1: I'm here. Good morning. Uh, my name is Marjorie. I was just trying to... I didn't want the insurance that we have. I wanna cancel that.

Speaker speaker_0: Okay. You wanna cancel insurance. What's the name of the staff agency you work for?

Speaker speaker_1: Um, Surge.

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

Speaker speaker_1: 8480.

Speaker speaker_0: And you said your first name is Marjorie?

Speaker speaker_1: Mm-hmm. M-A-R-J-O-

Speaker speaker_0: How long have you... How long have you been working for Surge?

Speaker speaker_1: Um, we've been... doo, doo, doo... I know, uh, like two months.

Speaker speaker_0: Mm. And you said the last four of your social are 8480?

Speaker speaker_1: No, 8280.

Speaker speaker_0: Oh, I'm sorry. Give me one moment. 8280. Marjorie. Okay. And if you can confirm your a- date of birth?

Speaker speaker_1: Um, 12/09/92, um, 2005.

Speaker speaker_0: And your address?

Speaker speaker_1: 99 Spam Avenue. I'm signing for Kentucky 40601.

Speaker speaker_0: And have you heard of Res 502 545-5971?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to cancel the coverage, correct?

Speaker speaker_1: I couldn't hear you with that part.

Speaker speaker_0: You said you wanted to cancel the coverage. Correct?

Speaker speaker_1: Uh, yes. Yes. Yes. Correct.

Speaker speaker_0: Okay. Cancellations take one to two weeks to process. So it's possible you'll see one or two more deductions, but it must be two.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: Thank you so much for calling. Have a great day.

Speaker speaker_1: You too.