

Transcript: Pearl

Rojas-4566553994936320-5103685599707136

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Hello. Thank you for calling Benefits in a Card. My name is Pearl Hu, who else was I speaking with? Um, Cash Allard. Hello? Ah. Hello? How can I assist you? Um, I'm calling because I enrolled for the healthcare, but I'm calling to cancel it. Okay. What's the name of the staff agency you work for? Um, ISS or Hydro-Gear. Okay. What are the last four digits of your social? Um, 7261. Okay. And if you can verify your address and date of birth. Um, 648 Joyce Avenue, Prueville, Kentucky 42345. And Cash Allard. And what's your date of birth? August 20th, 2006. Okay. And I have your phone number as 209-592-7575? Yes, ma'am. And I have your email address as Cash... or as allardcash0@gmail.com? Yes, ma'am. And you said you wanted to cancel your coverage, correct? Yes, ma'am. 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. All righty. 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: Hi, good morning.

Speaker speaker_2: Hello.

Speaker speaker_1: Thank you for calling Benefits in a Card. My name is Pearl Hu, who else was I speaking with?

Speaker speaker_2: Um, Cash Allard.

Speaker speaker_1: Hello?

Speaker speaker_2: Ah. Hello?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Um, I'm calling because I enrolled for the healthcare, but I'm calling to cancel it.

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

Speaker speaker_2: Um, ISS or Hydro-Gear.

Speaker speaker_1: Okay. What are the last four digits of your social?

Speaker speaker_2: Um, 7261.

Speaker speaker_1: Okay. And if you can verify your address and date of birth.

Speaker speaker_2: Um, 648 Joyce Avenue, Prueville, Kentucky 42345. And Cash Allard.

Speaker speaker_1: And what's your date of birth?

Speaker speaker_2: August 20th, 2006.

Speaker speaker_1: Okay. And I have your phone number as 209-592-7575?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as Cash... or as allardcash0@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And you said you wanted to cancel your coverage, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: 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_2: All righty.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.