

## **Transcript: Pearl**

**Rojas-4573076513046528-6575616758857728**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with? Uh, my name is Brandon Calendar. I am currently, um, on Benefits in a Card but I was wondering why am I being charged every week when I'm supposed to only be charged \$40 a month? No, they're weekly deductions. \$40 a week? I want to be taken off your, um, your insurance. Okay. What's the name of the staffing agency you work for? Uh, Doherty Staffing out of Grand Rapids, Minnesota. And the last four-- Okay, and the last four digits of your Social? Um, 0762. \$120 a month is a little expensive. Brandon. All righty. And can you confirm your address and date of birth for me? Date of birth is 9/11/93. The address is 1630 East 29th Street, Hibbing, Minnesota, 55746. All righty. And your phone number is 218-929-30- uh, 7352? Yep. And your email address is brandoncalendar073@gmail.com? Yep. Right. And you said you wanted a cancel, correct? Yep. All right. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but it'll mostly be two. Okay. Thank you so much for calling. You have a great day.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was I speaking with?

Speaker speaker\_2: Uh, my name is Brandon Calendar. I am currently, um, on Benefits in a Card but I was wondering why am I being charged every week when I'm supposed to only be charged \$40 a month?

Speaker speaker\_1: No, they're weekly deductions.

Speaker speaker\_2: \$40 a week? I want to be taken off your, um, your insurance.

Speaker speaker\_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_2: Uh, Doherty Staffing out of Grand Rapids, Minnesota.

Speaker speaker\_1: And the last four-- Okay, and the last four digits of your Social?

Speaker speaker\_2: Um, 0762. \$120 a month is a little expensive.

Speaker speaker\_1: Brandon. All righty. And can you confirm your address and date of birth for me?

Speaker speaker\_2: Date of birth is 9/11/'93. The address is 1630 East 29th Street, Hibbing, Minnesota, 55746.

Speaker speaker\_1: All righty. And your phone number is 218-929-30- uh, 7352?

Speaker speaker\_2: Yep.

Speaker speaker\_1: And your email address is brandoncalendar073@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Right. And you said you wanted a cancel, correct?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but it'll mostly be two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you so much for calling. You have a great day.