

Transcript: Pearl

Rojas-4646108246753280-5850399976374272

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with? Hello? Hello? Can you hear me? Yes. Okay. My name is Monica Clark. How are you? I'm good, and yourself? Oh, okay. Can I help you? Um, I was just calling because I recently signed up, um, with the benefit package and my husband informed me that we were going with a different provider, so he told me to go ahead and call and cancel it. Okay. What's the name of this advocacy you work for? It's called BG, um... Ugh. And, and the last four digits of your social? 0600. All right. I need you to confirm your address and date of birth. 3611 Darneo Court... Sorry. Missouri City, Texas, 77459. All right. And your date of birth? 0818, 1983. All righty. Now your phone number is 281-777-2043? Correct. Now your email address is loveandneed888@gmail.com? Correct. And you said you wanted to cancel, correct? Yes. All righty. Cancellations take one to three weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay. Thank you. Any questions? No. Thank you so much for calling. Take care. Bye-bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hello? Hello?

Speaker speaker_2: Can you hear me?

Speaker speaker_1: Yes.

Speaker speaker_2: Okay. My name is Monica Clark. How are you?

Speaker speaker_0: I'm good, and yourself?

Speaker speaker_2: Oh, okay.

Speaker speaker_0: Can I help you?

Speaker speaker_2: Um, I was just calling because I recently signed up, um, with the benefit package and my husband informed me that we were going with a different provider, so he told me to go ahead and call and cancel it.

Speaker speaker_0: Okay. What's the name of this advocacy you work for?

Speaker speaker_2: It's called BG, um...

Speaker speaker_0: Ugh. And, and the last four digits of your social?

Speaker speaker_2: 0600.

Speaker speaker_0: All right. I need you to confirm your address and date of birth.

Speaker speaker_2: 3611 Darneo Court... Sorry. Missouri City, Texas, 77459.

Speaker speaker_0: All right. And your date of birth?

Speaker speaker_2: 0818, 1983.

Speaker speaker_0: All righty. Now your phone number is 281-777-2043?

Speaker speaker_2: Correct.

Speaker speaker_0: Now your email address is loveandneed888@gmail.com?

Speaker speaker_2: Correct.

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

Speaker speaker_2: Yes.

Speaker speaker_0: All righty. Cancellations take one to three weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_0: Any questions? No. Thank you so much for calling.

Speaker speaker_2: Take care.

Speaker speaker_0: Bye-bye.