

Transcript: Pearl

Rojas-4686118974308352-5294739194036224

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with? Uh, Terrence Quillin. And how can I assist you? I need to drop my coverage. Okay. And what's the name of the staffing agency you work for? Uh, OnTrack Staffing. Okay, OnTrack. And what are the last four digits of your social? 2884. And I'm sorry, repeat your name for me. Terrence Quillin. All right. And if you could verify your address and date of birth for me. Address is 6229 Bracken Drive, Arbor, Texas 76227. My birthday is August the 16th, 1988. All right. And I have your phone number as 510-9212. Yes, ma'am. And I have your email address as pq223.dadl@gmail.com? Yeah. All right. And you said you wanted to cancel your coverage altogether, correct? Yes, ma'am. Uh, I had me and my spouse on there. Uh, I think the doctor that she was already going to, they don't accept it. So I was... I'm probably just looking to find some outside net, uh, network coverage. Okay. No worries. The 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 right. Thank you. No problem. Is there anything else I can assist you with? No, ma'am. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who else was you speaking with?

Speaker speaker_1: Uh, Terrence Quillin.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I need to drop my coverage.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Uh, OnTrack Staffing.

Speaker speaker_0: Okay, OnTrack. And what are the last four digits of your social?

Speaker speaker_1: 2884.

Speaker speaker_0: And I'm sorry, repeat your name for me.

Speaker speaker_1: Terrence Quillin.

Speaker speaker_0: All right. And if you could verify your address and date of birth for me.

Speaker speaker_1: Address is 6229 Bracken Drive, Arbor, Texas 76227. My birthday is August the 16th, 1988.

Speaker speaker_0: All right. And I have your phone number as 510-9212.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as pq223.dadl@gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: All right. And you said you wanted to cancel your coverage altogether, correct?

Speaker speaker_1: Yes, ma'am. Uh, I had me and my spouse on there. Uh, I think the doctor that she was already going to, they don't accept it. So I was... I'm probably just looking to find some outside net, uh, network coverage.

Speaker speaker_0: Okay. No worries. The 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_1: All right. Thank you.

Speaker speaker_0: No problem. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am.

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

Speaker speaker_1: You too.