

## Transcript: Pearl

**Rojas-4761708938084352-4721833857728512**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling for the card. My name is Pearl Who-Lot. Who's speaking with? It's Vanessa. And I can assist you, Ms. Vanessa. Um, I just missed a call from you guys regarding, um, I think it's because I said that I wanted to cancel my coverage because I was covered through you guys as a temp, but now that it's, like, permanent, I have coverage through my permanent agency. Okay. What's the name of the staffing agency you work for? Or you used to work for? It's *f*... Um, check, I mean, it was the same company, but I was just as a temp, so it was, um, considered... I think it was just, like, the BDSS. Okay, and what is the last four digits of your Social? 2341. All righty. And if you can confirm your address and date of birth. 5046 1/2, uh, Hader Avenue, Lakewood, California and then 61502. 61502. Okay. Okay. And I have your phone number as 719-367-2171? Yes. Can I have your phone num- or email address as [vanessa.newly@icloud.com](mailto:vanessa.newly@icloud.com)? Yes. All righty. Bear with me one moment. All right. And you said you wanted to cancel, correct? Yes, please. All righty. Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but it must be two. All right, perfect. Thank you so much for calling. Have a great day. Thank you too.

### Conversation Format

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

Speaker speaker\_1: Good afternoon. Thank you for calling for the card. My name is Pearl Who-Lot. Who's speaking with?

Speaker speaker\_2: It's Vanessa.

Speaker speaker\_1: And I can assist you, Ms. Vanessa.

Speaker speaker\_2: Um, I just missed a call from you guys regarding, um, I think it's because I said that I wanted to cancel my coverage because I was covered through you guys as a temp, but now that it's, like, permanent, I have coverage through my permanent agency.

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

Speaker speaker\_2: It's *f*... Um, check, I mean, it was the same company, but I was just as a temp, so it was, um, considered... I think it was just, like, the BDSS.

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

Speaker speaker\_2: 2341.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: 5046 1/2, uh, Hader Avenue, Lakewood, California and then 61502. 61502.

Speaker speaker\_1: Okay. Okay. And I have your phone number as 719-367-2171?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can I have your phone num- or email address as vanessa.newly@icloud.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. Bear with me one moment. All right. And you said you wanted to cancel, correct?

Speaker speaker\_2: Yes, please.

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 it must be two.

Speaker speaker\_2: All right, perfect.

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

Speaker speaker\_2: Thank you too.