

Transcript: Pearl

Rojas-4774220410830848-6553457522294784

Full Transcript

Good morning. Thank you for calling Benefits and a Card, my name is Pearl. Who do I have the pleasure of speaking with? Uh, this is Alejandro. And how can I assist you? Um, uh, I've been meaning to cancel my insurance with y'all for about a week or two now, and I've, I've just now been able to get around to it. Okay. What's the name of the staffing agency you work for? Uh, Surge, uh, Surge Staffing. And the last four digits of your Social? 9506. All righty. And now can you verify your address and date of birth? Uh, date of birth, August 14th, 1992. Address is 1534 Forest Lane, Richmond, Kentucky 40475. All righty. And I have your phone number as 56- uh, 256-6798943? Yes. And I have your email address as alex01@gmail.com? Yes, ma'am. Okay. And are you still working with Surge? No, no. I, I quit like a week or two ago, I got a new job. All righty. So, you obviously won't see any deductions but normally you would if you were still working there. Why don't I go ahead and process that cancellation. Um, do you have any questions? Um, no, I just wanted to make sure that it was canceled and see if I owed anything beforehand. Nope. No, sir, they are week-to-week deductions so, um, if you're no longer working there they won't make a deduction, and, and it's not owed, um, either. Okay. All right. So, you can go ahead and cancel my, uh, insurance then? Yep. It's, uh, it's, um, in the process of being canceled. It takes about one to two weeks to fully process but it is going. All right. Thank you very much. Thank you. Have a good day. You too. Mm-hmm. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits and a Card, my name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, this is Alejandro.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, uh, I've been meaning to cancel my insurance with y'all for about a week or two now, and I've, I've just now been able to get around to it.

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

Speaker speaker_1: Uh, Surge, uh, Surge Staffing.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 9506.

Speaker speaker_0: All righty. And now can you verify your address and date of birth?

Speaker speaker_1: Uh, date of birth, August 14th, 1992. Address is 1534 Forest Lane, Richmond, Kentucky 40475.

Speaker speaker_0: All righty. And I have your phone number as 56- uh, 256-6798943?

Speaker speaker_1: Yes.

Speaker speaker_0: And I have your email address as alex01@gmail.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. And are you still working with Surge?

Speaker speaker_1: No, no. I, I quit like a week or two ago, I got a new job.

Speaker speaker_0: All righty. So, you obviously won't see any deductions but normally you would if you were still working there. Why don't I go ahead and process that cancellation. Um, do you have any questions?

Speaker speaker_1: Um, no, I just wanted to make sure that it was canceled and see if I owed anything beforehand.

Speaker speaker_0: Nope. No, sir, they are week-to-week deductions so, um, if you're no longer working there they won't make a deduction, and, and it's not owed, um, either.

Speaker speaker_1: Okay. All right. So, you can go ahead and cancel my, uh, insurance then?

Speaker speaker_0: Yep. It's, uh, it's, um, in the process of being canceled. It takes about one to two weeks to fully process but it is going.

Speaker speaker_1: All right. Thank you very much.

Speaker speaker_0: Thank you. Have a good day.

Speaker speaker_1: You too. Mm-hmm. Bye.