

## **Transcript: Pearl**

**Rojas-4927514387988480-4649963342053376**

### **Full Transcript**

Hey, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I can help us you're speaking with? Uh, my name is, uh, Ralph Pilgrim. And I work- And I w- Hey, I, I work for MAU, I just started with MAU, and I just realized that I have insurance and I was trying to cancel it for my 30-day grace period. Okay, and you said you're working with MAU? Yes, I'm going through MAU. They said I had to call. All right, and what are the last four digits of your Social? 1295. All righty. Bear with me one moment. And if you can verify your address and date of birth for me. 3/16/73. And your address? Uh, 140 Clarence Circle, Morris, South Carolina, 29369. All right, and you'll, uh, I have your phone number as 864-978-5308? Correct. And I have your email address as rplawncare.pilgrim@gmail.com? That's it. All right, and you want to cancel your coverage altogether, correct? Yes, altogether. All righty. Cancellations take one to two weeks to process. So it's possible you see one or two deductions, um, but at most it'd be two. Okay. All righty. Thank you so much for calling in. Have a great day. Mm-hmm. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hey, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I can help us you're speaking with?

Speaker speaker\_1: Uh, my name is, uh, Ralph Pilgrim. And I work-

Speaker speaker\_0: And I w-

Speaker speaker\_1: Hey, I, I work for MAU, I just started with MAU, and I just realized that I have insurance and I was trying to cancel it for my 30-day grace period.

Speaker speaker\_0: Okay, and you said you're working with MAU?

Speaker speaker\_1: Yes, I'm going through MAU. They said I had to call.

Speaker speaker\_0: All right, and what are the last four digits of your Social?

Speaker speaker\_1: 1295.

Speaker speaker\_0: All righty. Bear with me one moment. And if you can verify your address and date of birth for me.

Speaker speaker\_1: 3/16/73.

Speaker speaker\_0: And your address?

Speaker speaker\_1: Uh, 140 Clarence Circle, Morris, South Carolina, 29369.

Speaker speaker\_0: All right, and you'll, uh, I have your phone number as 864-978-5308?

Speaker speaker\_1: Correct.

Speaker speaker\_0: And I have your email address as rplawncare.pilgrim@gmail.com?

Speaker speaker\_1: That's it.

Speaker speaker\_0: All right, and you want to cancel your coverage altogether, correct?

Speaker speaker\_1: Yes, altogether.

Speaker speaker\_0: All righty. Cancellations take one to two weeks to process. So it's possible you see one or two deductions, um, but at most it'd be two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All righty. Thank you so much for calling in. Have a great day.

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: Bye-bye.