

## **Transcript: Pearl**

**Rojas-4946598538199040-5854451545358336**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with? Uh, you're speaking with Jaquane Walker and, um, I had a question. Okay. So, um, so I have put insurance with, um, at the job I'm at, and I'm trying to get it off. I don't want it no more. Okay, what's the name of the staff EDC you work for? Uh, Hamilton Ranger. And the last four digits of your social? 8086. All righty. If you can provide your address and date of birth. Huh? Your address and date of birth. Uh, 20074 Summerland Road. Um, date of birth, 10/11/02. Yeah, what's the city and state? City and state, city Aberdeen, Mississippi. All righty. And your phone number is 662-319-1935? Yes, ma'am. Can I have your email address as jlaushawn54@gmail.com? Yes, ma'am. Right. And you said you wanted to cancel your coverage altogether, correct? Oh, yeah, cancel it. Okay, so cancellations do take one to two weeks to process. They haven't made any deductions but you may see one or two since the enrollment was processed. Oh, you say? How many... How many days should it take? It sh- It should take one to two weeks. Dang. So it's going to like... So i- is it still going to take like money out of my, my check? The enrollment was processed, so they may take one or two deductions, but I wouldn't be able to say for sure. They haven't... At the moment, they haven't done any deductions. Ah, well, the woman at the, um, at the firm, she said they took like 15 dollars off. Um, I'm not showing that we've received any deduction. Oh, oh. It could be that it's... It's for this week and we haven't received it yet, but at the moment I'm not showing that we've received any deduction. Okay. Well, you just canceled it for me? Yep, I went ahead and did that. And like I said, you may see one or two more, um, but I did go ahead and process the cancellation. So it will be processed. Okay. Thank you so much for calling. Thanks. You have a great day. Mm-hmm.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who am I speaking with?

Speaker speaker\_2: Uh, you're speaking with Jaquane Walker and, um, I had a question.

Speaker speaker\_1: Okay.

Speaker speaker\_2: So, um, so I have put insurance with, um, at the job I'm at, and I'm trying to get it off. I don't want it no more.

Speaker speaker\_1: Okay, what's the name of the staff EDC you work for?

Speaker speaker\_2: Uh, Hamilton Ranger.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: 8086.

Speaker speaker\_1: All righty. If you can provide your address and date of birth.

Speaker speaker\_2: Huh?

Speaker speaker\_1: Your address and date of birth.

Speaker speaker\_2: Uh, 20074 Summerland Road. Um, date of birth, 10/11/02.

Speaker speaker\_1: Yeah, what's the city and state?

Speaker speaker\_2: City and state, city Aberdeen, Mississippi.

Speaker speaker\_1: All righty. And your phone number is 662-319-1935?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Can I have your email address as jlaushawn54@gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Right. And you said you wanted to cancel your coverage altogether, correct?

Speaker speaker\_2: Oh, yeah, cancel it.

Speaker speaker\_1: Okay, so cancellations do take one to two weeks to process. They haven't made any deductions but you may see one or two since the enrollment was processed.

Speaker speaker\_2: Oh, you say? How many... How many days should it take?

Speaker speaker\_1: It sh- It should take one to two weeks.

Speaker speaker\_2: Dang. So it's going to like... So i- is it still going to take like money out of my, my check?

Speaker speaker\_1: The enrollment was processed, so they may take one or two deductions, but I wouldn't be able to say for sure. They haven't... At the moment, they haven't done any deductions.

Speaker speaker\_2: Ah, well, the woman at the, um, at the firm, she said they took like 15 dollars off.

Speaker speaker\_1: Um, I'm not showing that we've received any deduction.

Speaker speaker\_2: Oh, oh.

Speaker speaker\_1: It could be that it's... It's for this week and we haven't received it yet, but at the moment I'm not showing that we've received any deduction.

Speaker speaker\_2: Okay. Well, you just canceled it for me?

Speaker speaker\_1: Yep, I went ahead and did that. And like I said, you may see one or two more, um, but I did go ahead and process the cancellation. So it will be processed.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Thank you so much for calling.

Speaker speaker\_2: Thanks.

Speaker speaker\_1: You have a great day.

Speaker speaker\_2: Mm-hmm.