

## **Transcript: Pearl**

**Rojas-5033525581496320-5529379220275200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... is this your security risk? Uh, Matthew Lynn, L-I-Y-N-N. And how can I assist you? Um, I need to cancel my, um, Benefits in a Card 'cause I actually qualify for full insurance under my staffing agency now, so I don't have two things going on. So- Okay, what's the name of the staffing agency you work for? Uh, Credit Circle. And the last four digits of your Social? Uh, 3474. All right, I need you to confirm your address and date of birth. Uh, 10602 Stowe Canyon Road, Apartment 323, 122671 date of birth. All right, and the city and state? Oh, Dallas, Texas 75230. All right, and I have your phone number as 469-766-3969. Correct. All right. And I have your email address as dx1369@icloud.com? Correct. And you just wanted to cancel all your coverage together, correct? Yeah, ending the Benefits in a Card, yes, cancel it all. All right. 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. Perfect. Do you have any questions? No, that's it. Thanks. Thank you so much for calling. You have a great day. Okay, bye.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... is this your security risk?

Speaker speaker\_2: Uh, Matthew Lynn, L-I-Y-N-N.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I need to cancel my, um, Benefits in a Card 'cause I actually qualify for full insurance under my staffing agency now, so I don't have two things going on. So-

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

Speaker speaker\_2: Uh, Credit Circle.

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

Speaker speaker\_2: Uh, 3474.

Speaker speaker\_1: All right, I need you to confirm your address and date of birth.

Speaker speaker\_2: Uh, 10602 Stowe Canyon Road, Apartment 323, 122671 date of birth.

Speaker speaker\_1: All right, and the city and state?

Speaker speaker\_2: Oh, Dallas, Texas 75230.

Speaker speaker\_1: All right, and I have your phone number as 469-766-3969.

Speaker speaker\_2: Correct.

Speaker speaker\_1: All right. And I have your email address as dx1369@icloud.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: And you just wanted to cancel all your coverage together, correct?

Speaker speaker\_2: Yeah, ending the Benefits in a Card, yes, cancel it all.

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 at most it'd be two.

Speaker speaker\_2: Perfect.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: No, that's it. Thanks.

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

Speaker speaker\_2: Okay, bye.