

## **Transcript: Pearl**

**Rojas-5034257387929600-5893438349295616**

### **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 did I just assist with? Hi, my name is Jordan Smith. How can I assist you? Hi, I'm just calling to cancel my Benefits in a Card plan, my medical. Okay, what's the name of the staffing agency you work for? Surge Staffing. And the last four digits of your social? 9195. All righty. Do you think you can confirm your address and date of birth? My address is 478 East Cook Road, Apartment 605, Mansfield, Ohio 44903. And my date of birth is September 23rd, 2003. Okay, and I have your phone number as 565-4672. 565-4672. Yes, ma'am. All righty. And I have your email address as smijordan23@gmail.com. Yes, ma'am. All righty. So it looks like you, you... Your coverage is canceled. You... It looks like you went in today actually and canceled it yourself. And it did go ahead and go through. Um. Okay. Cancellations do take one to two weeks to process, but it's possible you see one or two deductions. Um... Okay. But it mostly be two. Okay. Thank you so much. No problem. Thank you so much for calling. Have a good day. You as well. Mm, bye-bye.

### **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 did I just assist with?

Speaker speaker\_2: Hi, my name is Jordan Smith.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Hi, I'm just calling to cancel my Benefits in a Card plan, my medical.

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

Speaker speaker\_2: Surge Staffing.

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

Speaker speaker\_2: 9195.

Speaker speaker\_1: All righty. Do you think you can confirm your address and date of birth?

Speaker speaker\_2: My address is 478 East Cook Road, Apartment 605, Mansfield, Ohio 44903. And my date of birth is September 23rd, 2003.

Speaker speaker\_1: Okay, and I have your phone number as 565-4672.

Speaker speaker\_2: 565-4672. Yes, ma'am.

Speaker speaker\_1: All righty. And I have your email address as smijordan23@gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. So it looks like you, you... Your coverage is canceled. You... It looks like you went in today actually and canceled it yourself. And it did go ahead and go through. Um.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Cancellations do take one to two weeks to process, but it's possible you see one or two deductions. Um...

Speaker speaker\_2: Okay.

Speaker speaker\_1: But it mostly be two.

Speaker speaker\_2: Okay. Thank you so much.

Speaker speaker\_1: No problem. Thank you so much for calling. Have a good day.

Speaker speaker\_2: You as well. Mm, bye-bye.