

Transcript: Pearl

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Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and who was I speaking with? Um, Tyler Carnes, C-A-R-N-E-S. And how can I assist you? Um, yeah, so I started at, uh, NASCO through ISS and I, uh, recently did, or set up my insurance. And when I set it up, or after I set it up, I realized I was still on my mom's insurance and I was just seeing if I could just completely cancel my insurance until I'm ready to get, uh, my own please? Okay. What are the last four digits of your social? Um, 8909. And your address and date of birth? Uh, 315 West Randolph Street, Apartment 6, and my date of birth is 5-17-2000. All righty. And what's the city and state? Um, Pinckeyville, Illinois. 62234. All righty. And may I have your phone number? Okay. Hi. And may I have your phone number 618-318-6668? Uh, yes. All righty. And you just wanted to cancel that and enroll one altogether. Correct? Uh, yes, please. All righty. Why don't I get that canceled for you? Is there anything else I can assist you with? Uh, no, thank you. All righty. Thank you so much for calling. You have a great day. Yep. Thank you. You too.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and who was I speaking with?

Speaker speaker_1: Um, Tyler Carnes, C-A-R-N-E-S.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, yeah, so I started at, uh, NASCO through ISS and I, uh, recently did, or set up my insurance. And when I set it up, or after I set it up, I realized I was still on my mom's insurance and I was just seeing if I could just completely cancel my insurance until I'm ready to get, uh, my own please?

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: Um, 8909.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Uh, 315 West Randolph Street, Apartment 6, and my date of birth is 5-17-2000.

Speaker speaker_0: All righty. And what's the city and state?

Speaker speaker_1: Um, Pinckeyville, Illinois. 62234.

Speaker speaker_0: All righty. And may I have your phone number? Okay.

Speaker speaker_1: Hi.

Speaker speaker_0: And may I have your phone number 618-318-6668?

Speaker speaker_1: Uh, yes.

Speaker speaker_0: All righty. And you just wanted to cancel that and enroll one altogether. Correct?

Speaker speaker_1: Uh, yes, please.

Speaker speaker_0: All righty. Why don't I get that canceled for you? Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, thank you.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: Yep. Thank you. You too.