

## **Transcript: Pearl**

**Rojas-5072636983951360-4721342884659200**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hooda. Who am I speaking with? Yes, hello. This is Gloria Thatcher with MAU. I'm calling to cancel it, uh, once and for all. Okay. What's the last four digits of your social? 7186. I need you to confirm your address and date of birth. 9/12/52 2228 East Price Street, Apartment One, Paris, Texas 75460. All right. Can I have your phone num- your phone number as 903-669-5748? Correct. And you said you wanted to cancel your coverage, correct? Cancel it, yes. 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. Okay. And, uh, so I don't have to worry about you sending me anything so when I do my income tax, Social Security will take care of it? Um, I'm not sure how that works. The... You sh-... Um, your past coverage is not..... But you know they- Not sure. Go ahead. Sorry. Um... Hello? Yes, go ahead. Yes, um, so I don't have to wait for anything, uh, when I go to do my income tax? Social Security will take care of it, because they usually send me something in the mail. Um, well, we won't send anything to you and your coverage will be canceled. So, um, I would just go about normally however you do it. Okay. So don't worry about it? Thank you very much. No problem. Have a great day. And you have a great day. You as well.

### **Conversation Format**

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

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

Speaker speaker\_2: Yes, hello. This is Gloria Thatcher with MAU. I'm calling to cancel it, uh, once and for all.

Speaker speaker\_1: Okay. What's the last four digits of your social?

Speaker speaker\_2: 7186.

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

Speaker speaker\_2: 9/12/52 2228 East Price Street, Apartment One, Paris, Texas 75460.

Speaker speaker\_1: All right. Can I have your phone num- your phone number as 903-669-5748?

Speaker speaker\_2: Correct.

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

Speaker speaker\_2: Cancel it, yes.

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: Okay. And, uh, so I don't have to worry about you sending me anything so when I do my income tax, Social Security will take care of it?

Speaker speaker\_1: Um, I'm not sure how that works. The... You sh-... Um, your past coverage is not.....

Speaker speaker\_2: But you know they-

Speaker speaker\_1: Not sure. Go ahead.

Speaker speaker\_2: Sorry. Um... Hello?

Speaker speaker\_1: Yes, go ahead.

Speaker speaker\_2: Yes, um, so I don't have to wait for anything, uh, when I go to do my income tax? Social Security will take care of it, because they usually send me something in the mail.

Speaker speaker\_1: Um, well, we won't send anything to you and your coverage will be canceled. So, um, I would just go about normally however you do it.

Speaker speaker\_2: Okay. So don't worry about it? Thank you very much.

Speaker speaker\_1: No problem. Have a great day.

Speaker speaker\_2: And you have a great day.

Speaker speaker\_1: You as well.