

## **Transcript: Pearl**

**Rojas-5122466652831744-4851877203623936**

### **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. Who, uh, was I speaking with? Joseph Whitener. And how can I assist you? Uh, I'm wanting to cancel all my benefits. Okay. What's the name of the staff agency you work for? Uh, WorkSource. And the last four digits of your social? 5967. All righty. And if you can confirm your address and date of birth. Uh, my address is 475633 East 1050 Road, Muldrow, Oklahoma, 74948, and my date of birth is 3-3-84. All righty. And I have your phone number as 479-216-1572. Yes, ma'am. And I have your email address as josephwwad403@gmail.com. Yes, ma'am. And you said you wanted to cover your... cancel your coverage altogether, correct? Yes, ma'am. All righty. Cancellations take one to two weeks to process, so it's possible that you see one or two more deductions, but at most it'd be two. Okay. Do you have any quest- And that would be like medical, dental, all of it, right? Correct. Okay. Yeah, that's what I'm wanting to do. All righty. Thank you so much for calling. You have a great day. You too. Bye-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. Who, uh, was I speaking with?

Speaker speaker\_2: Joseph Whitener.

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

Speaker speaker\_2: Uh, I'm wanting to cancel all my benefits.

Speaker speaker\_1: Okay. What's the name of the staff agency you work for?

Speaker speaker\_2: Uh, WorkSource.

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

Speaker speaker\_2: 5967.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_2: Uh, my address is 475633 East 1050 Road, Muldrow, Oklahoma, 74948, and my date of birth is 3-3-84.

Speaker speaker\_1: All righty. And I have your phone number as 479-216-1572.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And I have your email address as josephwwad403@gmail.com.

Speaker speaker\_2: Yes, ma'am.

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

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. Cancellations take one to two weeks to process, so it's possible that you see one or two more deductions, but at most it'd be two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you have any quest-

Speaker speaker\_2: And that would be like medical, dental, all of it, right?

Speaker speaker\_1: Correct.

Speaker speaker\_2: Okay. Yeah, that's what I'm wanting to do.

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

Speaker speaker\_2: You too. Bye-bye.