

## **Transcript: Pearl**

**Rojas-5157991396196352-5394535780499456**

### **Full Transcript**

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with? Hi. Uh, Najma. And how can I assist you? Uh, I wanted to cancel my benefits. Okay. What's the name of the staffing agency you work for? TRC Staffing Agency. And the last four digits of your social? 5657. All right. And if you can confirm your address and date of birth? 2768 South 160th Lane, Goodyear, Arizona 85338, January 12, 2005. Okay. Now your phone number is 480-810-5752? Mm-hmm. And you do want me to cancel your coverage, correct? Yeah. All right. Bear with me one moment. Okay. So you did become active yesterday, so, um, cancellation takes two weeks to process. So you may see one or two more deductions, but at most it'd be two. Okay. Do you have any questions? No. Thank you so much for calling. You have a great day. Mm-hmm. Bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does have the pleasure of speaking with?

Speaker speaker\_1: Hi. Uh, Najma.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I wanted to cancel my benefits.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: TRC Staffing Agency.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 5657.

Speaker speaker\_0: All right. And if you can confirm your address and date of birth?

Speaker speaker\_1: 2768 South 160th Lane, Goodyear, Arizona 85338, January 12, 2005.

Speaker speaker\_0: Okay. Now your phone number is 480-810-5752?

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: And you do want me to cancel your coverage, correct?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. Bear with me one moment. Okay. So you did become active yesterday, so, um, cancellation takes two weeks to process. So you may see one or two more deductions, but at most it'd be two.

Speaker speaker\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: No.

Speaker speaker\_0: Thank you so much for calling. You have a great day.

Speaker speaker\_1: Mm-hmm. Bye.

Speaker speaker\_0: Bye.