

## **Transcript: Pearl**

**Rojas-5307726425800704-6372173235929088**

### **Full Transcript**

Hi. Good afternoon. Thank you for calling Benefits CenterCard. My name is Pearl ..., who am I speaking with? Hello. Quinn Westwood. And how can I assist you? I need a... I just signed up for, um, insurance through MAU, and I was just calling to, like, to cancel all the coverage. All righty. And you said you're going through MAU? Yeah. And what are the last four digits of your social? 5703. 5703. Bear with me one moment. And your name? Quinn Westwood. I'm sorry, repeat that. Quinn Westwood. All righty, and your address and date of birth? Uh, 3... I think it's 350 West 1925 North, Ogden, Utah 84414. Date of birth is 2/10/1989. All righty. And I have your phone number as 385-461-2094. Yeah. And I have your email address as westwoodquinn75@gmail.com. Yep. And I have that you want... You said you wanted to co-uh, cancel your coverage, correct? Yes. All of it together? Yeah. All righty. Well, then I got that canceled for you. Is there anything else I can assist you with? No, that's it. Thank you. Thank you so much for calling. Have a great day. Bye.

### **Conversation Format**

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits CenterCard. My name is Pearl ..., who am I speaking with?

Speaker speaker\_1: Hello. Quinn Westwood.

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

Speaker speaker\_1: I need a... I just signed up for, um, insurance through MAU, and I was just calling to, like, to cancel all the coverage.

Speaker speaker\_0: All righty. And you said you're going through MAU?

Speaker speaker\_1: Yeah.

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

Speaker speaker\_1: 5703.

Speaker speaker\_0: 5703. Bear with me one moment. And your name?

Speaker speaker\_1: Quinn Westwood.

Speaker speaker\_0: I'm sorry, repeat that.

Speaker speaker\_1: Quinn Westwood.

Speaker speaker\_0: All righty, and your address and date of birth?

Speaker speaker\_1: Uh, 3... I think it's 350 West 1925 North, Ogden, Utah 84414. Date of birth is 2/10/1989.

Speaker speaker\_0: All righty. And I have your phone number as 385-461-2094.

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And I have your email address as westwoodquinn75@gmail.com.

Speaker speaker\_1: Yep.

Speaker speaker\_0: And I have that you want... You said you wanted to co- uh, cancel your coverage, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All of it together?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All righty. Well, then I got that canceled for you. Is there anything else I can assist you with?

Speaker speaker\_1: No, that's it. Thank you.

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

Speaker speaker\_1: Bye.