

Transcript: Pearl

Rojas-5412777315450880-4973782366339072

Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, the pleasure of speaking with? Hi, this is Sheila Mino. Mm-hmm. And how can I assist you? Excuse me? How can I assist you? Oh, I needed to cancel the Tele-RS. Okay. What's the name of the staffing agency you work for? Surge Staffing. And the last four digits of your social? 6251. I can't hear you. Hold on, let me... Let me put you in louder 'cause I'm having difficulty. There you go. Okay. See if you can confirm your address and date of birth. And then the birthday is September 26, 1990. I didn't hear that date of bir- uh, I didn't hear your address. It cut out. Hello? 2803 Black Knight. Black Knight. Okay, I have a different address on file. Excuse me? I have a different address on file. Oh. Okay. Um, I will remember my last one. Is there a way I can call back in a few so I can find which, which one I was? Well, let me with your full social, I can change the address for you. Okay, hold on. It's 799 396251. All righty, and you said the new address is 2803 Black Knight? Black Knight Boulevard, Apartment B is the new address. All righty. And the city and state? Indianapolis, Indiana. Okay, and I have your phone number as 379916101. Correct. All righty. And you said you wanted to cancel, correct? Yes. Okay. 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. All right. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who did I, the pleasure of speaking with?

Speaker speaker_1: Hi, this is Sheila Mino.

Speaker speaker_0: Mm-hmm. And how can I assist you?

Speaker speaker_1: Excuse me?

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Oh, I needed to cancel the Tele-RS.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Surge Staffing.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 6251.

Speaker speaker_0: I can't hear you.

Speaker speaker_1: Hold on, let me... Let me put you in louder 'cause I'm having difficulty. There you go. Okay.

Speaker speaker_0: See if you can confirm your address and date of birth.

Speaker speaker_1: And then the birthday is September 26, 1990.

Speaker speaker_0: I didn't hear that date of bir- uh, I didn't hear your address. It cut out. Hello?

Speaker speaker_1: 2803 Black Knight. Black Knight.

Speaker speaker_0: Okay, I have a different address on file.

Speaker speaker_1: Excuse me?

Speaker speaker_0: I have a different address on file.

Speaker speaker_1: Oh. Okay. Um, I will remember my last one. Is there a way I can call back in a few so I can find which, which one I was?

Speaker speaker_0: Well, let me with your full social, I can change the address for you.

Speaker speaker_1: Okay, hold on. It's 799 396251.

Speaker speaker_0: All righty, and you said the new address is 2803 Black Knight?

Speaker speaker_1: Black Knight Boulevard, Apartment B is the new address.

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

Speaker speaker_1: Indianapolis, Indiana.

Speaker speaker_0: Okay, and I have your phone number as 379916101.

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. And you said you wanted to cancel, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. 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_1: Okay.

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

Speaker speaker_1: You too. Bye.