

## Transcript: Pearl

**Rojas-5431211051761664-4763664853811200**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefit then a Card. My name is Pearl. Who can I help or just speaking with? My name is Davis Pooler. How can I assist you, Mr. Pooler? I would like to cancel an insurance I have coming out of my check every week. Okay. I work for... Excuse me. Go ahead. Go ahead. I was just gonna ask you that. Who d- um, what's the name of the company you just said you work for? Serge. And the last four digits of your Social? 2054. All righty. And if you can confirm your address and date of birth. I just changed my address. My date of birth is 01/17/1968. All righty. Now, what was your previous address? Um, my address now is, um, 12, 1212 James Jackson Parkway, Northwest Apartment 109, Atlanta, Georgia. What was your previous one? Uh, um... I have no clue what my previous one was. Or if you can verify your full Social, I could update that address for you. Okay. Um, full Social is 249532054. All righty. And you said that new address was 1212 Jakes Parkway? No. It is 1212 James Jackson Parkway. James Jackson. Okay, got it. And what's that city and state? Um, Atlanta, Georgia, Apartment 109. All righty. Cool. Can I have your phone number as 639-0859? That's correct. Can I have your email address as davidsdow- Down- davidsdownpool@gmail.com. There you go. And you said you wanted a cancel, correct? Yes, correct. 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, thank you. That's it. No problem. Yep. Thank you so much for calling. You have a great day. All right. You too. Oops, that's done. Mm.

### Conversation Format

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

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefit then a Card. My name is Pearl. Who can I help or just speaking with?

Speaker speaker\_2: My name is Davis Pooler.

Speaker speaker\_1: How can I assist you, Mr. Pooler?

Speaker speaker\_2: I would like to cancel an insurance I have coming out of my check every week.

Speaker speaker\_1: Okay.

Speaker speaker\_2: I work for... Excuse me.

Speaker speaker\_1: Go ahead.

Speaker speaker\_2: Go ahead.

Speaker speaker\_1: I was just gonna ask you that. Who d- um, what's the name of the company you just said you work for?

Speaker speaker\_2: Serge.

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

Speaker speaker\_2: 2054.

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

Speaker speaker\_2: I just changed my address. My date of birth is 01/17/1968.

Speaker speaker\_1: All righty. Now, what was your previous address?

Speaker speaker\_2: Um, my address now is, um, 12, 1212 James Jackson Parkway, Northwest Apartment 109, Atlanta, Georgia.

Speaker speaker\_1: What was your previous one?

Speaker speaker\_2: Uh, um... I have no clue what my previous one was.

Speaker speaker\_1: Or if you can verify your full Social, I could update that address for you.

Speaker speaker\_2: Okay. Um, full Social is 249532054.

Speaker speaker\_1: All righty. And you said that new address was 1212 Jakes Parkway?

Speaker speaker\_2: No. It is 1212 James Jackson Parkway.

Speaker speaker\_1: James Jackson. Okay, got it. And what's that city and state?

Speaker speaker\_2: Um, Atlanta, Georgia, Apartment 109.

Speaker speaker\_1: All righty.

Speaker speaker\_2: Cool.

Speaker speaker\_1: Can I have your phone number as 639-0859?

Speaker speaker\_2: That's correct.

Speaker speaker\_1: Can I have your email address as davidsdow-

Speaker speaker\_2: Down- davidsdownpool@gmail.com.

Speaker speaker\_1: There you go. And you said you wanted a cancel, correct?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: All righty. Cancelations 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, thank you. That's it.

Speaker speaker\_1: No problem. Yep. Thank you so much for calling. You have a great day.

Speaker speaker\_2: All right. You too. Oops, that's done. Mm.