

Transcript: Pearl

Rojas-5470306797535232-6735518800461824

Full Transcript

Hi. Good afternoon. Thank you for calling Benefit the Denner Card. My name is Pearl Ludapa. Pleasure speaking with you. Raquel Harper. And how can I assist you? Um, I'm calling to cancel my, um, my benefits. Okay. And what's the name of the staff agency you work for? CRC. And the last four digits of your social? 9176. And I need you to verify your address and date of birth for me. 4702 Court Orangeburg, South Carolina 29118. 1699. Okay. Can I have your phone number as 803-664-8322? Correct. Can I have your email address as your first name g harper at gmail.com? Correct. And you said you wanted to cancel coverage. Correct? Correct. Okay. Cancellations do take one to two weeks to process. You haven't had any deductions but you may experience one or two, if anything. It, it, it deducted after this pay, this week here. It's just, yeah, that's definitely making me want to cancel it because I seen all the deductions they had came out this, um, this check here. Okay. So we haven't received it yet. That's why it's not reflected in the system. We usually, um, receive deductions Mondays. But, like I s- um, like I was telling you, the deduc- the cancellations do take one to week two weeks to process, so you may see one or two more. Okay. Great. Thank you so much for calling. You have a great day. You too. All right.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefit the Denner Card. My name is Pearl Ludapa. Pleasure speaking with you.

Speaker speaker_1: Raquel Harper.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm calling to cancel my, um, my benefits.

Speaker speaker_0: Okay. And what's the name of the staff agency you work for?

Speaker speaker_1: CRC.

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

Speaker speaker_1: 9176.

Speaker speaker_0: And I need you to verify your address and date of birth for me.

Speaker speaker_1: 4702 Court Orangeburg, South Carolina 29118. 1699.

Speaker speaker_0: Okay. Can I have your phone number as 803-664-8322?

Speaker speaker_1: Correct.

Speaker speaker_0: Can I have your email address as your first name g harper at gmail.com?

Speaker speaker_1: Correct.

Speaker speaker_0: And you said you wanted to cancel coverage. Correct?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Cancellations do take one to two weeks to process. You haven't had any deductions but you may experience one or two, if anything.

Speaker speaker_1: It, it, it deducted after this pay, this week here. It's just, yeah, that's definitely making me want to cancel it because I seen all the deductions they had came out this, um, this check here.

Speaker speaker_0: Okay. So we haven't received it yet. That's why it's not reflected in the system. We usually, um, receive deductions Mondays. But, like I s- um, like I was telling you, the deduc- the cancellations do take one to week two weeks to process, so you may see one or two more.

Speaker speaker_1: Okay.

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

Speaker speaker_1: You too. All right.