

## Transcript: Pearl

**Rojas-5499786466213888-5030889258532864**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■ Hi, my name is Silas Samida. And how could I assist you? Uh, I need to cancel my, uh, MAU health insurance. Okay. And what are the last four digits of your social? 6558. All right, and... Repeat your name for me, I'm sorry. Silas Samida. All right. And if you can confirm your address and date of birth? 298 North Orchard Drive, Taylors, South Carolina 29687. And then date of birth is 11/24/2003. All righty. And I'm referring with us at 620-429-6492? Yes, ma'am. And have you ■ as Samida Sami- Silas, C- uh, adds ■? Yes, ma'am. All right. And you said you wanted to cancel your coverage, correct? I'm sorry? You said you wanted to cancel your coverage. Correct? Yes, ma'am. 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. Any questions? No, ma'am. Thank you so much for calling. You have a great day. Thank you. You too. Bye. Bye-bye.

### Conversation Format

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

Speaker speaker\_1: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ■

Speaker speaker\_2: Hi, my name is Silas Samida.

Speaker speaker\_1: And how could I assist you?

Speaker speaker\_2: Uh, I need to cancel my, uh, MAU health insurance.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: 6558.

Speaker speaker\_1: All right, and... Repeat your name for me, I'm sorry.

Speaker speaker\_2: Silas Samida.

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

Speaker speaker\_2: 298 North Orchard Drive, Taylors, South Carolina 29687. And then date of birth is 11/24/2003.

Speaker speaker\_1: All righty. And I'm referring with us at 620-429-6492?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And have you ■ as Samida Sami- Silas, C- uh, adds ■?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All right. And you said you wanted to cancel your coverage, correct?

Speaker speaker\_2: I'm sorry?

Speaker speaker\_1: You said you wanted to cancel your coverage. Correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: 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\_2: Okay.

Speaker speaker\_1: Any questions?

Speaker speaker\_2: No, ma'am.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: Thank you. You too.

Speaker speaker\_1: Bye.

Speaker speaker\_2: Bye-bye.