

Transcript: Pearl

Rojas-5518362627489792-5620270451081216

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who was I speaking with? Uh, yes, my name's John Roberts. And what kind of assistance do you need? Uh, I'm a member and I was going to do a video consultation, uh, and they said to call this number if I needed to change or cancel, and I needed to cancel. Did y- you wanted to change or cancel your coverage all together? No. No, um, I have coverage and part of the service is they have consult- or video, telemedicine, and I needed to change a telemedicine visit and they gave me this number to call. Hm, no. We would be able to cancel your coverage, but we wouldn't be able to cancel an appointment. We- um- Okay. ... the number you called to make the appointment, you would call the same number, I'm, I'm guessing, to, to cancel as well. Okay. All right. Thank you. No problem. You have a great day. Okay. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who was I speaking with?

Speaker speaker_2: Uh, yes, my name's John Roberts.

Speaker speaker_1: And what kind of assistance do you need?

Speaker speaker_2: Uh, I'm a member and I was going to do a video consultation, uh, and they said to call this number if I needed to change or cancel, and I needed to cancel.

Speaker speaker_1: Did y- you wanted to change or cancel your coverage all together?

Speaker speaker_2: No. No, um, I have coverage and part of the service is they have consult- or video, telemedicine, and I needed to change a telemedicine visit and they gave me this number to call.

Speaker speaker_1: Hm, no. We would be able to cancel your coverage, but we wouldn't be able to cancel an appointment. We- um-

Speaker speaker_2: Okay.

Speaker speaker_1: ... the number you called to make the appointment, you would call the same number, I'm, I'm guessing, to, to cancel as well.

Speaker speaker_2: Okay. All right. Thank you.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: Okay. Bye-bye.