

Transcript: Pearl

Rojas-5533455212920832-4829024595001344

Full Transcript

Hi there. Welcome to card. My name is Earl. Who does... who did I speak you with? Keana Hughes. And how can I assist you? Yes, I was calling to cancel my benefits. All righty. And what's the name of the staff at ADC you work for? Sarge. And the last four digits of your social? 3772. I'm sorry, what was that first number? You cut out. 3772. All righty. And if you can verify your address and date of birth for me. 226 Topwater Drive, Apartment 202, Clayton, North Carolina, 27527 and 10-31-1994. All righty. And I have your phone number. I'm sorry, what is that city and state? Clayton, North Carolina. All righty. And I have your phone number as 757-805-40... 7489. Yes. Can I have your email address as keanahughes2@gmail.com? Yes. And you said you wanted to cancel coverage, correct? Yes. All righty. I want to... Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it would be two. Okay. Thank you. Thank you so much for calling. Have a great day.

Conversation Format

Speaker speaker_0: Hi there. Welcome to card. My name is Earl. Who does... who did I speak you with?

Speaker speaker_1: Keana Hughes.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, I was calling to cancel my benefits.

Speaker speaker_0: All righty. And what's the name of the staff at ADC you work for?

Speaker speaker_1: Sarge.

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

Speaker speaker_1: 3772.

Speaker speaker_0: I'm sorry, what was that first number? You cut out.

Speaker speaker_1: 3772.

Speaker speaker_0: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_1: 226 Topwater Drive, Apartment 202, Clayton, North Carolina, 27527 and 10-31-1994.

Speaker speaker_0: All righty. And I have your phone number. I'm sorry, what is that city and state?

Speaker speaker_1: Clayton, North Carolina.

Speaker speaker_0: All righty. And I have your phone number as 757-805-40... 7489.

Speaker speaker_1: Yes.

Speaker speaker_0: Can I have your email address as keanahughes2@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to cancel coverage, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All righty. I want to... Cancellations take one to two weeks to process, so it's possible you see one or two more deductions, but at most it would be two.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: Thank you so much for calling. Have a great day.