

## **Transcript: Pearl**

**Rojas-5638004122107904-6398415977103360**

### **Full Transcript**

Your call may be monitored for quality assurance purposes. Hi, good morning. Thank you for calling Advantage Plan Card. My name is who ever I'm speaking with? My name is Valerie Flannori. And how can I assist you? Yes. I need to, um, cancel my insurance. Okay. What's the name of the plan you're looking to cancel it for? MAU. And the last four digits of your social security? 6610. Okay. And if you can confirm your address and date of birth? 3310 Old Road, Augusta, Georgia 30906 ten 2175. All righty. And I have your email address as valerieflannori@gmail.com? Correct. Can I have your phone number at 706-572-3150? Correct. All righty. And you said you'd like to cancel your coverage? Yes. All righty. Cancellations take one to two weeks to process so it's possible you see one or two more deductions but it most will be two. Okay. Do you have any questions? Um, no. Thank you so much for calling. You have a great day. Same to you. Thanks.

### **Conversation Format**

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

Speaker speaker\_1: Hi, good morning. Thank you for calling Advantage Plan Card. My name is who ever I'm speaking with?

Speaker speaker\_2: My name is Valerie Flannori.

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

Speaker speaker\_2: Yes. I need to, um, cancel my insurance.

Speaker speaker\_1: Okay. What's the name of the plan you're looking to cancel it for?

Speaker speaker\_2: MAU.

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

Speaker speaker\_2: 6610.

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

Speaker speaker\_2: 3310 Old Road, Augusta, Georgia 30906 ten 2175.

Speaker speaker\_1: All righty. And I have your email address as valerieflannori@gmail.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: Can I have your phone number at 706-572-3150?

Speaker speaker\_2: Correct.

Speaker speaker\_1: All righty. And you said you'd like to cancel your coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. Cancellations take one to two weeks to process so it's possible you see one or two more deductions but it most will be two.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: Um, no.

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

Speaker speaker\_2: Same to you. Thanks.