Transcript: Pearl Rojas-5659614905155584-5464089136250880

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Whoever-who-ever I speak with. Uh, Melvin Morgan And how can I assist you? Uh, yes, I was pretty much calling to cancel my, uh, my insurance. Okay. What's the name of the agency you work for? Uh, WSI. I'm sorry, what was that? WSI. WSI? Yes. Give me one moment. Well, that's the name of the agency where you applied? Yes. It's in Kalamazoo, Michigan. WSI, okay. The, the staff I need to see with that name. Yeah, I don't have a staff I need to see with that name. Pardon me? I don't have a staff I need to see with that name. Well, this is the number that they gave me. Is there any way you give them a call and confirm the, the full name? I'm not seeing a WSI on our, on our system. Yes. Give me one second. Wait one second. Hmm. Hello? Hello? Sir? Sir, I've disconnected. No response.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Whoever-who-ever I speak with.

Speaker speaker_1: Uh, Melvin Morgan

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yes, I was pretty much calling to cancel my, uh, my insurance.

Speaker speaker_0: Okay. What's the name of the agency you work for?

Speaker speaker_1: Uh, WSI.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: WSI.

Speaker speaker_0: WSI?

Speaker speaker_1: Yes.

Speaker speaker_0: Give me one moment. Well, that's the name of the agency where you applied?

Speaker speaker_1: Yes. It's in Kalamazoo, Michigan.

Speaker speaker_0: WSI, okay. The, the staff I need to see with that name. Yeah, I don't have a staff I need to see with that name.

Speaker speaker_1: Pardon me?

Speaker speaker_0: I don't have a staff I need to see with that name.

Speaker speaker_1: Well, this is the number that they gave me.

Speaker speaker_0: Is there any way you give them a call and confirm the, the full name? I'm not seeing a WSI on our, on our system.

Speaker speaker_1: Yes. Give me one second. Wait one second. Hmm.

Speaker speaker_0: Hello? Hello? Sir? Sir, I've disconnected. No response.