

Transcript: Pearl

Rojas-5684392235057152-4585376877330432

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f█████. Who the hell am I speaking with? Angela Breault, B-R-E-A-U-L-T. And how can I assist you? Um, I want to cancel my insurance through my job. Okay. What's the last... what's the name of the company you work for? A-T-C, Care Builders. Okay. And the last four digits of your Social? 1000. All righty. And if you can confirm your address and date of birth? 1900 South Claire Avenue, Apartment 2, Harrison, Michigan 48625. Postdate 10-6-69. Okay. Can I have your phone number as 387-0106? Yes. Can I have your email address as angela.yourlastname2022@gmail.com? Correct. All righty. And you said you wanted to cancel coverage today, correct? Yes. I qualify for Medicaid now. Okay. So 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. Do you have any questions? Do I need to get a confirmation number? Um, I can have a, um, confirmation of cancellation- E- email. ... sent to you via email. Okay. Thank you. No problem. Is there anything other than this situation? Nope, that's it. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl f█████. Who the hell am I speaking with?

Speaker speaker_2: Angela Breault, B-R-E-A-U-L-T.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I want to cancel my insurance through my job.

Speaker speaker_1: Okay. What's the last... what's the name of the company you work for?

Speaker speaker_2: A-T-C, Care Builders.

Speaker speaker_1: Okay. And the last four digits of your Social?

Speaker speaker_2: 1000.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth?

Speaker speaker_2: 1900 South Claire Avenue, Apartment 2, Harrison, Michigan 48625.
Postdate 10-6-69.

Speaker speaker_1: Okay. Can I have your phone number as 387-0106?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as
angela.yourlastname2022@gmail.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. And you said you wanted to cancel coverage today, correct?

Speaker speaker_2: Yes. I qualify for Medicaid now.

Speaker speaker_1: Okay. So 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: Do you have any questions?

Speaker speaker_2: Do I need to get a confirmation number?

Speaker speaker_1: Um, I can have a, um, confirmation of cancellation-

Speaker speaker_2: E- email.

Speaker speaker_1: ... sent to you via email.

Speaker speaker_2: Okay. Thank you.

Speaker speaker_1: No problem. Is there anything other than this situation?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: You too. Bye.