

## Transcript: Pearl

**Rojas-5953502784831488-5571706465337344**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Ryan Peoples. And how can I assist you, Mr. Peoples? I'm calling to... I don't know if they cancel or get myself off of this. Oh, this is ... You want to cancel your coverage? Yes. Okay, and what's the name of that agency you work for? Surge, or it was. That's why I'm calling. Okay, and the last four digits of your social? 0150. Okay. And if you can verify your address and date of birth for me. 480 Banana Road, and my date of birth is, uh, July 13th, 2001. I was about to give them the number. All righty. And I have your phone number as 740, um- What I'm currently calling with. ... 263- If you can grab that. ... 263-8801? 740-263-8801, yep. All righty. And, I'm sorry, you said the address was Banada Road, um, what is that- Banana Road. 4880 Banana Road. So, I believe it's 4880. All righty. And I have your email address as ryanjpeoples@gmail.com. Yep. And you said you wanted to cancel your coverage? Yes. You're currently not enrolled in any coverage. I can decline the auto-enrollment, but you're not enrolled at the moment. Then decline the auto-enrollment. I guess that's what I want to cancel, then. I just... I got a text message, and I'm like, "I'm no longer working there." So... Okay. All righty, I'm going to hang up Is there anything else I can assist you with? No. Thank you for your time. Thank you. You're rated. You as well. Bye.

### Conversation Format

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

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker\_2: Ryan Peoples.

Speaker speaker\_1: And how can I assist you, Mr. Peoples?

Speaker speaker\_2: I'm calling to... I don't know if they cancel or get myself off of this.

Speaker speaker\_1: Oh, this is ... You want to cancel your coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, and what's the name of that agency you work for?

Speaker speaker\_2: Surge, or it was. That's why I'm calling.

Speaker speaker\_1: Okay, and the last four digits of your social?

Speaker speaker\_2: 0150.

Speaker speaker\_1: Okay. And if you can verify your address and date of birth for me.

Speaker speaker\_2: 480 Banana Road, and my date of birth is, uh, July 13th, 2001. I was about to give them the number.

Speaker speaker\_1: All righty. And I have your phone number as 740, um-

Speaker speaker\_2: What I'm currently calling with.

Speaker speaker\_1: ... 263-

Speaker speaker\_2: If you can grab that.

Speaker speaker\_1: ... 263-8801?

Speaker speaker\_2: 740-263-8801, yep.

Speaker speaker\_1: All righty. And, I'm sorry, you said the address was Banada Road, um, what is that-

Speaker speaker\_2: Banana Road. 4880 Banana Road. So, I believe it's 4880.

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

Speaker speaker\_2: Yep.

Speaker speaker\_1: And you said you wanted to cancel your coverage?

Speaker speaker\_2: Yes.

Speaker speaker\_1: You're currently not enrolled in any coverage. I can decline the auto-enrollment, but you're not enrolled at the moment.

Speaker speaker\_2: Then decline the auto-enrollment. I guess that's what I want to cancel, then. I just... I got a text message, and I'm like, "I'm no longer working there." So...

Speaker speaker\_1: Okay. All righty, I'm going to hang up Is there anything else I can assist you with?

Speaker speaker\_2: No. Thank you for your time.

Speaker speaker\_1: Thank you. You're rated.

Speaker speaker\_2: You as well. Bye.