

## **Transcript: Pearl**

**Rojas-5977201042440192-6170444640206848**

### **Full Transcript**

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who do you think you're speaking with? Uh, Julie . How can I assist you? Um, I was wanting to cancel. Okay. What's the name of the staffing agency you work for? Pardon? The name of the staffing agency you work for? Uh, Surge. And you said your name is, is Julie? Yes. All righty. And your address and date of birth? Um, it's 6520 Lookout Drive, Nashport, Ohio 43830 and my date of birth is July 7th, 1969. Can I have your phone number, 740-586-9397? Yes. Okay. So taking a look here, you already declined benefits on the- Oh, okay. ... on the 14th of this month so you're good to go. Oh. Oh, okay. All right. Thank you. No problem. Thank you for calling. You have a great day. You too. Thanks.

### **Conversation Format**

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who do you think you're speaking with?

Speaker speaker\_1: Uh, Julie .

Speaker speaker\_0: How can I assist you?

Speaker speaker\_1: Um, I was wanting to cancel.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Pardon?

Speaker speaker\_0: The name of the staffing agency you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: And you said your name is, is Julie?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And your address and date of birth?

Speaker speaker\_1: Um, it's 6520 Lookout Drive, Nashport, Ohio 43830 and my date of birth is July 7th, 1969.

Speaker speaker\_0: Can I have your phone number, 740-586-9397?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay. So taking a look here, you already declined benefits on the-

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: ... on the 14th of this month so you're good to go.

Speaker speaker\_1: Oh. Oh, okay. All right. Thank you.

Speaker speaker\_0: No problem. Thank you for calling. You have a great day.

Speaker speaker\_1: You too. Thanks.