

Transcript: Pearl

Rojas-6033691568291840-6185167892561920

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and who do I have the pleasure of speaking with? This is Ashley Knapp. And how can I assist you? Uh, I need to make sure I don't get m-... I don't want my benefits. Okay. What's the name of the staff agency you work for? Serge. And the last four digits of your social? 9301. And if you could verify your address and date of birth for me. Uh, 3385 South State Route 729, Sabina, Ohio 45169. Date of birth is 11/26/1986. Okay, and I have your phone number as 937-829-7525. Yes, ma'am. And I have your email address as knappashley@icard.com. Yes. And you said you wanted to decline coverage today, correct? Yes. All right. Well, then I got you opted out. Is there anything else I can assist you with? That was it. Thank you so much for calling. You have a great day. You too. Thank you.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, and who do I have the pleasure of speaking with?

Speaker speaker_1: This is Ashley Knapp.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I need to make sure I don't get m-... I don't want my benefits.

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

Speaker speaker_1: Serge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 9301.

Speaker speaker_0: And if you could verify your address and date of birth for me.

Speaker speaker_1: Uh, 3385 South State Route 729, Sabina, Ohio 45169. Date of birth is 11/26/1986.

Speaker speaker_0: Okay, and I have your phone number as 937-829-7525.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as knappashley@icard.com.

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to decline coverage today, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. Well, then I got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: That was it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thank you.