

## **Transcript: Pearl**

**Rojas-6162298461175808-6270754438463488**

### **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. Who the hell is speaking with? Hello, Pearl. My name is Shane Gardner. Um, calling in regards to cancel my benefits. Okay. What is the name of the staffing agency you work for? Uh, Wag- Wagner. W-A-E- And the last four? Oh, go ahead. And the last four digits of your social? Uh, 6-0-4-4. All righty. And if you can confirm your address and date of birth for me. Address is 980 Clear- Clear Ridge Lane, Lawrenceville, 30046. Date of birth, December 11, 1988. And what's that state? Georgia. Sorry about that. No problem. And can you, um, provide me with a phone number? It looks like we don't have one on file for you. Uh, 404-717-3066. All righty. Now, I have your email address as slgardner3060 at gmail.com? Correct. And you said you wanted to cancel your coverage today, correct? Yes. Yes, ma'am. All righty. 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, then. Do you have any questions? Uh, no, just trying to cancel this, uh, mistakenly thing, but thank you. All right. No problem. You have a great day. Thank you so much for calling. 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. Who the hell is speaking with?

Speaker speaker\_2: Hello, Pearl. My name is Shane Gardner. Um, calling in regards to cancel my benefits.

Speaker speaker\_1: Okay. What is the name of the staffing agency you work for?

Speaker speaker\_2: Uh, Wag- Wagner. W-A-E-

Speaker speaker\_1: And the last four?

Speaker speaker\_2: Oh, go ahead.

Speaker speaker\_1: And the last four digits of your social?

Speaker speaker\_2: Uh, 6-0-4-4.

Speaker speaker\_1: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker\_2: Address is 980 Clear- Clear Ridge Lane, Lawrenceville, 30046. Date of birth, December 11, 1988.

Speaker speaker\_1: And what's that state?

Speaker speaker\_2: Georgia. Sorry about that.

Speaker speaker\_1: No problem. And can you, um, provide me with a phone number? It looks like we don't have one on file for you.

Speaker speaker\_2: Uh, 404-717-3066.

Speaker speaker\_1: All righty. Now, I have your email address as slgardner3060 at gmail.com?

Speaker speaker\_2: Correct.

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

Speaker speaker\_2: Yes. Yes, ma'am.

Speaker speaker\_1: All righty. 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, then.

Speaker speaker\_1: Do you have any questions?

Speaker speaker\_2: Uh, no, just trying to cancel this, uh, mistakenly thing, but thank you.

Speaker speaker\_1: All right. No problem. You have a great day. Thank you so much for calling.

Speaker speaker\_2: Bye.