

Transcript: Pearl

Rojas-6172322447179776-6195626872619008

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 am I speaking with? Hey, Pearl. This is Jayden Rutledge with surge staffing. And how can I assist you? Um, I was gonna cancel ... opt out of the insurance. Okay, what are the last four digits of your social? 7837. And can you confirm your address and date of birth for me? Say that one more time? Your address and date of birth. My address? Yes, and date of birth. Uh, 2733 Veterans Memorial Parkway, Monette, Alabama. And then April the 11th, 2003. Okay, and your phone number is 334-476-3581? Yes, ma'am. And have your email address as jaydenrutledge03@gmail.com? Yes, ma'am. Righty. So it looks like you were already enrolled, so I can't go ahead and cancel that for you, but cancellations take one to three weeks to process. So it's possible you see one or two more deductions. Okay. Do you have any questions? No, ma'am. Thank you so much for calling. You have a great day. You too. Bye-bye. 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 am I speaking with?

Speaker speaker_2: Hey, Pearl. This is Jayden Rutledge with surge staffing.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I was gonna cancel ... opt out of the insurance.

Speaker speaker_1: Okay, what are the last four digits of your social?

Speaker speaker_2: 7837.

Speaker speaker_1: And can you confirm your address and date of birth for me?

Speaker speaker_2: Say that one more time?

Speaker speaker_1: Your address and date of birth.

Speaker speaker_2: My address?

Speaker speaker_1: Yes, and date of birth.

Speaker speaker_2: Uh, 2733 Veterans Memorial Parkway, Monette, Alabama. And then April the 11th, 2003.

Speaker speaker_1: Okay, and your phone number is 334-476-3581?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And have your email address as jaydenrutledge03@gmail.com?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Righty. So it looks like you were already enrolled, so I can't go ahead and cancel that for you, but cancellations take one to three weeks to process. So it's possible you see one or two more deductions.

Speaker speaker_2: Okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: No, ma'am.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Bye.