

Transcript: Pearl

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Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with? Hi. My name's Gary Anderson. And how can I assist you? Sorry? And how can I assist you? Um, I need to cancel all my coverage with you guys, because I have a different job that's going to pay from a different place. Okay. What's the name of this company who you work for? Uh, Care Staffing. It's now called Versitella. All righty. And the last four digits of your Social? 9275. All righty. And if you can verify your address and date of birth? 1034 South L'Escurie Street, Portland, Oregon 97239. Birthdate is 04-28-1961. All righty. And I have your phone number as 323-514-8528. That's correct. And I have your email address as scribe61@gmail.com? That's correct. And you said you wanted to cancel all your coverage together. Correct? Yes, please. All right. Your cancellation does take one to two weeks to process. So, it's possible you'll see one or two more deductions, but it'd mostly be two. Well, c- uh, there's not going to be any more deductions because they're not paying me anymore. I've already had... I know. Um- My last paycheck is today. Yep. So, you, there's no offense in making a deduction. It's just something we have to, um, say. It's just a process. I understand. Okay. You have a great day. Thank you so much for calling. All right. Thanks. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Cart. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi. My name's Gary Anderson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Sorry?

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I need to cancel all my coverage with you guys, because I have a different job that's going to pay from a different place.

Speaker speaker_0: Okay. What's the name of this company who you work for?

Speaker speaker_1: Uh, Care Staffing. It's now called Versitella.

Speaker speaker_0: All righty. And the last four digits of your Social?

Speaker speaker_1: 9275.

Speaker speaker_0: All righty. And if you can verify your address and date of birth?

Speaker speaker_1: 1034 South L'Escurie Street, Portland, Oregon 97239. Birthdate is 04-28-1961.

Speaker speaker_0: All righty. And I have your phone number as 323-514-8528.

Speaker speaker_1: That's correct.

Speaker speaker_0: And I have your email address as scribe61@gmail.com?

Speaker speaker_1: That's correct.

Speaker speaker_0: And you said you wanted to cancel all your coverage together. Correct?

Speaker speaker_1: Yes, please.

Speaker speaker_0: All right. Your cancellation does take one to two weeks to process. So, it's possible you'll see one or two more deductions, but it'd mostly be two.

Speaker speaker_1: Well, c- uh, there's not going to be any more deductions because they're not paying me anymore. I've already had...

Speaker speaker_0: I know. Um-

Speaker speaker_1: My last paycheck is today.

Speaker speaker_0: Yep. So, you, there's no offense in making a deduction. It's just something we have to, um, say. It's just a process.

Speaker speaker_1: I understand. Okay.

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

Speaker speaker_1: All right. Thanks. Bye.