

Transcript: Pearl

Rojas-6401846753411072-4753321753886720

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in the Car. My name is Pearl, who does the pleasure of speaking with? Hi. Uh, this is Carlos Silva. And how can I assist you? So, um, I, I w- I w- I called yesterday because I was, uh, I needed to enroll in the, uh, insurance that you offer. Okay. But, uh, I don't know if you just did it. The deadline, I think, is today or, I don't know, maybe tomorrow, but I don't know if you do it on Saturday. I just... I need to cancel that. Is that possible? Okay. What's the name of the staff agency you work for? CreditCircle. And the last four digits of your social? Uh, 90216. And your address and date of birth? April 24, '82. Uh, my address is 8009, uh, Norton Avenue, Apartment 2, West Hollywood, California, zip code 90046. Okay. And I have your phone number as 415-375-1039? Yeah. And I have your email address as carlosilvaroa@gmail.com? Yeah. Okay. And you said you wanted to cancel your coverage? Yeah, please. Okay. Um, all right. I went ahead and got that canceled for you. Is there anything else I can assist you with? So, uh, I just wanna decline the enrollment. Is there anything else, any action I should do, or just leave it like that? Nope, that's it. Okay. Yeah. Thank you so much. Thanks a lot for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in the Car. My name is Pearl, who does the pleasure of speaking with?

Speaker speaker_1: Hi. Uh, this is Carlos Silva.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, um, I, I w- I w- I called yesterday because I was, uh, I needed to enroll in the, uh, insurance that you offer.

Speaker speaker_0: Okay.

Speaker speaker_1: But, uh, I don't know if you just did it. The deadline, I think, is today or, I don't know, maybe tomorrow, but I don't know if you do it on Saturday. I just... I need to cancel that. Is that possible?

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

Speaker speaker_1: CreditCircle.

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

Speaker speaker_1: Uh, 90216.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: April 24, '82. Uh, my address is 8009, uh, Norton Avenue, Apartment 2, West Hollywood, California, zip code 90046.

Speaker speaker_0: Okay. And I have your phone number as 415-375-1039?

Speaker speaker_1: Yeah.

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

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. And you said you wanted to cancel your coverage?

Speaker speaker_1: Yeah, please.

Speaker speaker_0: Okay. Um, all right. I went ahead and got that canceled for you. Is there anything else I can assist you with?

Speaker speaker_1: So, uh, I just wanna decline the enrollment. Is there anything else, any action I should do, or just leave it like that?

Speaker speaker_0: Nope, that's it.

Speaker speaker_1: Okay. Yeah. Thank you so much.

Speaker speaker_0: Thanks a lot for calling. You have a great day.

Speaker speaker_1: You too. Bye.