

## **Transcript: Pearl**

**Rojas-6492553659727872-6459974017531904**

### **Full Transcript**

Good morning. Thank you for calling Benefit Data Card. My name is Pearl. Who's, what pleasure speaking with? Uh, Cassie Newman. Yeah, okay, this you. Um, I need to cancel a service that I have. Okay. What's the name of the staffing agency you work for? Um, HG Staffing. And the last four digits of your social? 6022. I need you to verify your address and date of birth. You said my address and date of birth? And date of birth, yes. Oh. 1313 MacArthur Street, Apartment F2, Manchester, Tennessee 37355 and birthday is 9/25/2000. All right. And your phone number is 931-450-2831? Yep. And that email address is caseynewman0925@gmail.com? Yes. All righty. And you said you'd like to cancel your coverage altogether, correct? Um, just the medical. I'm gonna keep the dental and vision. Okay. No problem. So that brings your weekly deductions down to five thir-, \$5.37. Yep. It will take one to three weeks for the staffing agency to adjust those deductions. Once, uh... Okay. Um, but yes, it'll take one to three weeks to adjust those deductions, okay? Okay. And then do you have anything else I can assist you with? Um, that's it. All right. Thank you very much for calling. You have a great day. You too. Thank you.

### **Conversation Format**

Speaker speaker\_0: Good morning. Thank you for calling Benefit Data Card. My name is Pearl. Who's, what pleasure speaking with?

Speaker speaker\_1: Uh, Cassie Newman.

Speaker speaker\_0: Yeah, okay, this you.

Speaker speaker\_1: Um, I need to cancel a service that I have.

Speaker speaker\_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker\_1: Um, HG Staffing.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 6022.

Speaker speaker\_0: I need you to verify your address and date of birth.

Speaker speaker\_1: You said my address and date of birth?

Speaker speaker\_0: And date of birth, yes.

Speaker speaker\_1: Oh. 1313 MacArthur Street, Apartment F2, Manchester, Tennessee 37355 and birthday is 9/25/2000.

Speaker speaker\_0: All right. And your phone number is 931-450-2831?

Speaker speaker\_1: Yep.

Speaker speaker\_0: And that email address is caseynewman0925@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. And you said you'd like to cancel your coverage altogether, correct?

Speaker speaker\_1: Um, just the medical. I'm gonna keep the dental and vision.

Speaker speaker\_0: Okay. No problem. So that brings your weekly deductions down to five thir-, \$5.37.

Speaker speaker\_1: Yep.

Speaker speaker\_0: It will take one to three weeks for the staffing agency to adjust those deductions. Once, uh...

Speaker speaker\_1: Okay.

Speaker speaker\_0: Um, but yes, it'll take one to three weeks to adjust those deductions, okay?

Speaker speaker\_1: Okay.

Speaker speaker\_0: And then do you have anything else I can assist you with?

Speaker speaker\_1: Um, that's it.

Speaker speaker\_0: All right. Thank you very much for calling. You have a great day.

Speaker speaker\_1: You too. Thank you.