

## Transcript: Pearl

**Rojas-6509507777708032-4619867156168704**

### 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 can I speak with? Uh, I'm here... My name is Cynthia. I work for Verstella and they gave me this number so that I can cancel all my insurance and benefits that I have on there for them. Okay, what's the -- and you said you work for Verstella? Yeah. Okay. And what are the last four digits of your social? Zero, zero, one, two. Um, give me one moment. All righty. Hmm. All righty. And can you give them your address and date of birth, please? Yeah. 1915 South Ash Street, Tacoma, Washington, 98405. And my birthday is- All righty. ... June 23rd, 2006. All righty. And I have your phone number as 253-231-2299? Yes. And I have your email address as foxshiroguetto- At gmail dot... yeah. All right. And you said you wanted to cancel your coverage, correct? Yeah. Um, there were, there was nine, um, that I put down and I want to cancel all of them. I'm showing... Okay, yeah. The VIP plus bundle. Okay, yep. 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. Is there anything else I can assist you with today? No, that's it. Uh, thank you. All righty. Thank you so much for calling. You have a great day. You too. 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 can I speak with?

Speaker speaker\_2: Uh, I'm here... My name is Cynthia. I work for Verstella and they gave me this number so that I can cancel all my insurance and benefits that I have on there for them.

Speaker speaker\_1: Okay, what's the -- and you said you work for Verstella?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: Zero, zero, one, two.

Speaker speaker\_1: Um, give me one moment. All righty. Hmm. All righty. And can you give them your address and date of birth, please?

Speaker speaker\_2: Yeah. 1915 South Ash Street, Tacoma, Washington, 98405. And my birthday is-

Speaker speaker\_1: All righty.

Speaker speaker\_2: ... June 23rd, 2006.

Speaker speaker\_1: All righty. And I have your phone number as 253-231-2299?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And I have your email address as foxshiroguetto-

Speaker speaker\_2: At gmail dot... yeah.

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

Speaker speaker\_2: Yeah. Um, there were, there was nine, um, that I put down and I want to cancel all of them.

Speaker speaker\_1: I'm showing... Okay, yeah. The VIP plus bundle. Okay, yep. 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: Is there anything else I can assist you with today?

Speaker speaker\_2: No, that's it. Uh, thank you.

Speaker speaker\_1: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.