

Transcript: Pearl

Rojas-6551081929719808-6541740568788992

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who this is was speaking with? With Amelia Go- Gomez. And how can I assist you with, Gomez? Um, I just wanted to cancel the medical insurance that's getting taken off of my check. Okay. What's the number for? Surge staffing. And the last four digits of your Social? 3692. Thirty... And if I can have your address and date of birth? Yes. It's 2758 North 42nd Street in Fairmount City, Illinois, 62201. And then my date of birth is March 26th, 1979. Okay. That leaves the phone number as 618-560-4678? Yes. Can I have your email address as amelia, um, S-A-M-A-N-I-E-G-O81@gmail.com? Yes. And you said you wanted a cancel, correct? Correct. All right. 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. Thank you so much. Thank you for calling. You have a good day. You too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who this is was speaking with?

Speaker speaker_2: With Amelia Go- Gomez.

Speaker speaker_1: And how can I assist you with, Gomez?

Speaker speaker_2: Um, I just wanted to cancel the medical insurance that's getting taken off of my check.

Speaker speaker_1: Okay. What's the number for?

Speaker speaker_2: Surge staffing.

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 3692.

Speaker speaker_1: Thirty... And if I can have your address and date of birth?

Speaker speaker_2: Yes. It's 2758 North 42nd Street in Fairmount City, Illinois, 62201. And then my date of birth is March 26th, 1979.

Speaker speaker_1: Okay. That leaves the phone number as 618-560-4678?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as amelia, um, S-A-M-A-N-I-E-G-O81@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: And you said you wanted a cancel, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. Cancelations 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. Thank you so much.

Speaker speaker_1: Thank you for calling. You have a good day.

Speaker speaker_2: You too.