

Transcript: Pearl

Rojas-6564638638948352-4559203450961920

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. It's a pleasure speaking with? Janelle Montgomery. Hello? Hello? Hi. It is a pleasure speaking with? Janelle Montgomery. And how can I assist you? I need to, um, cancel my benefits. Okay. What's the name of the staff agency you work for? Um, Crown Services. And the last four digits of your social? 7775. All righty. And if you can confirm your address and date of birth. Um, 1764 9 Drive, Apartment, um, D, Parksville, Tennessee 37042. And your date of birth? 2-1-70. Can I have your phone number as 281-995-8026? Yes. Can I have your email address as jan.hmontgomery@Yahoo.com? Yes. Okay. And you said you wanted to cancel your benefits? Yes, ma'am. So I don't have you currently enrolled in anything. I can decline the auto enrollment, that way you're not automatically enrolled. Okay. Um, but I don't currently have you in coverage. Because I just received... Okay. Okay. Well I went ahead and declined coverage for you. Is there anything else I can assist you with? No, that'll be all. Thank you so much for calling. You have a great day. Thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hoodle. It's a pleasure speaking with?

Speaker speaker_2: Janelle Montgomery.

Speaker speaker_1: Hello?

Speaker speaker_2: Hello?

Speaker speaker_1: Hi. It is a pleasure speaking with?

Speaker speaker_2: Janelle Montgomery.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: I need to, um, cancel my benefits.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Um, Crown Services.

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

Speaker speaker_2: 7775.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth.

Speaker speaker_2: Um, 1764 9 Drive, Apartment, um, D, Parksville, Tennessee 37042.

Speaker speaker_1: And your date of birth?

Speaker speaker_2: 2-1-70.

Speaker speaker_1: Can I have your phone number as 281-995-8026?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as jan.hmontgomery@Yahoo.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And you said you wanted to cancel your benefits?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: So I don't have you currently enrolled in anything. I can decline the auto enrollment, that way you're not automatically enrolled.

Speaker speaker_2: Okay.

Speaker speaker_1: Um, but I don't currently have you in coverage.

Speaker speaker_2: Because I just received... Okay.

Speaker speaker_1: Okay. Well I went ahead and declined coverage for you. Is there anything else I can assist you with?

Speaker speaker_2: No, that'll be all.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Thank you. Bye-bye.