

## **Transcript: Pearl**

**Rojas-6625757447110656-6359978394828800**

### **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 do I have the pleasure of speaking with? Hi, my name is Montavious Shaw. And how can I assist you? Um, I was calling to end my insurance. Um, I signed up unknowingly, um, and she said I got the... I got everything, so there's that. I got my own insurance, so I don't need... Okay, what's the name of the staffing agency you work for? Uh, Hamilton Rocky. And the last four digits of your social? 1781. All righty. And if you can confirm me your address and date of birth. Um, 208 College Street, Ripley, Tennessee 38063. Um, my birthday is June 10, 1992. Okay, and I have your phone number as 619-730-9919. Yes, that's correct. And I have your email address as shawbbbody@yahoo.com? Yes, ma'am. All righty. And you said you wanted to cancel all your coverage? Yes, ma'am. All righty. 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. Do you have any questions? Uh, no, that'll be all. Thank you so much for calling. You have a great day. You too.

### **Conversation Format**

Speaker speaker\_0: 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 do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, my name is Montavious Shaw.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Um, I was calling to end my insurance. Um, I signed up unknowingly, um, and she said I got the... I got everything, so there's that. I got my own insurance, so I don't need...

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

Speaker speaker\_1: Uh, Hamilton Rocky.

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

Speaker speaker\_1: 1781.

Speaker speaker\_0: All righty. And if you can confirm me your address and date of birth.

Speaker speaker\_1: Um, 208 College Street, Ripley, Tennessee 38063. Um, my birthday is June 10, 1992.

Speaker speaker\_0: Okay, and I have your phone number as 619-730-9919.

Speaker speaker\_1: Yes, that's correct.

Speaker speaker\_0: And I have your email address as shawbbbody@yahoo.com?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. And you said you wanted to cancel all your coverage?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. 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\_1: Okay.

Speaker speaker\_0: Do you have any questions?

Speaker speaker\_1: Uh, no, that'll be all.

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

Speaker speaker\_1: You too.