

## **Transcript: Pearl**

**Rojas-6646092556353536-5798703561916416**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit Pacific 100. My name is Pearl Hoodle. Who do I have the pleasure of speaking with? I'm Betty Rothas. How can I assist you? Please? How can I assist you? Oh, okay, um, I'm, um, employed by Surge in Mount Vernon, Ohio and, um, you guys took out \$15.15 or \$15.60 out of my paycheck, but I already have, um, medical insurance and- Okay. ... an advantage. Okay, what are the last four digits of your Social? 7651. And your address and date of birth? Sure. Date of birth is June 26th, 1955, and my address is, um, 5620 Township Road, 122 Mt. Gilead, Ohio and the zip is 43338. Okay, and I have your phone number as 560-4985. Yes. I have your email address at bettyandre721@gmail.com. Uh, yes. And you said you wanted to cancel, correct? Yes, correct. Okay. 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. Will I get those back? Unfortunately not. What? No, ma'am. Wow, okay. Just make sure it's canceled. All right. Thank you so much for calling. You have a great day. Mm-hmm.

### **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 Benefit Pacific 100. My name is Pearl Hoodle. Who do I have the pleasure of speaking with?

Speaker speaker\_2: I'm Betty Rothas.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Please?

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Oh, okay, um, I'm, um, employed by Surge in Mount Vernon, Ohio and, um, you guys took out \$15.15 or \$15.60 out of my paycheck, but I already have, um, medical insurance and-

Speaker speaker\_1: Okay.

Speaker speaker\_2: ... an advantage.

Speaker speaker\_1: Okay, what are the last four digits of your Social?

Speaker speaker\_2: 7651.

Speaker speaker\_1: And your address and date of birth?

Speaker speaker\_2: Sure. Date of birth is June 26th, 1955, and my address is, um, 5620 Township Road, 122 Mt. Gilead, Ohio and the zip is 43338.

Speaker speaker\_1: Okay, and I have your phone number as 560-4985.

Speaker speaker\_2: Yes.

Speaker speaker\_1: I have your email address at bettyandre721@gmail.com.

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: And you said you wanted to cancel, correct?

Speaker speaker\_2: Yes, correct.

Speaker speaker\_1: Okay. 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: Will I get those back?

Speaker speaker\_1: Unfortunately not.

Speaker speaker\_2: What?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_2: Wow, okay. Just make sure it's canceled.

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

Speaker speaker\_2: Mm-hmm.