

Transcript: Pearl

Rojas-4506419165708288-5321452762218496

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? I'm sorry, could you repeat that last part? Who do I have the pleasure of speaking with? Hi, my name's Cameron Devenny. Um, I just got a text from this number saying, "Congrats on your job with Surge. You will be auto enrolled in MEC TelRx within 30 days." I don't want to be enrolled in anything. I don't, I'm not sure what that is. Okay, so TelRx is a preventative health plan, um, that Surge automatically enrolls you in if you don't call up to decline. What are the last four digits of your social? 6314. And if you could verify your address and date of birth for me. One five, my, uh, address is 159 London Road, Apartment 5, Delaware, Ohio 43015. And my date of birth is July 1st, 2005. Okay, and I have your phone number as 740-513-5507? Yep. Can I have your email address as camdevenny18@icloud.com? Yep. Right. And you said you wanted to opt out of benefits, correct? Yeah, I don't, I don't wanna be enrolled in anything. All righty. Well, I went and got you opted out. Is there anything else I can assist you with? Nope, that was all. I just wanted to make sure I wasn't a part of something like that. All righty. Thank you so much for calling. You have a great day. You too. Thank you so much. Bye-bye.

Conversation Format

Speaker speaker_0: 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: I'm sorry, could you repeat that last part?

Speaker speaker_0: Who do I have the pleasure of speaking with?

Speaker speaker_1: Hi, my name's Cameron Devenny. Um, I just got a text from this number saying, "Congrats on your job with Surge. You will be auto enrolled in MEC TelRx within 30 days." I don't want to be enrolled in anything. I don't, I'm not sure what that is.

Speaker speaker_0: Okay, so TelRx is a preventative health plan, um, that Surge automatically enrolls you in if you don't call up to decline. What are the last four digits of your social?

Speaker speaker_1: 6314.

Speaker speaker_0: And if you could verify your address and date of birth for me.

Speaker speaker_1: One five, my, uh, address is 159 London Road, Apartment 5, Delaware, Ohio 43015. And my date of birth is July 1st, 2005.

Speaker speaker_0: Okay, and I have your phone number as 740-513-5507?

Speaker speaker_1: Yep.

Speaker speaker_0: Can I have your email address as camdevenny18@icloud.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Right. And you said you wanted to opt out of benefits, correct?

Speaker speaker_1: Yeah, I don't, I don't wanna be enrolled in anything.

Speaker speaker_0: All righty. Well, I went and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Nope, that was all. I just wanted to make sure I wasn't a part of something like that.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Thank you so much. Bye-bye.