

## Transcript: Pearl

**Rojas-4508842860167168-6406036299137024**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who's that I'm speaking with? Uh, this is Joshua Owens. I'm actually with the Surge Staffing and, um, I'm just calling to, uh, opt out of the health benefits. Okay. What are the last four digits of your social? It's, uh, 9264. I recently applied with Epic... with, um, um, Surge Staffing Group and, uh, they, uh, it's a temp... it's an employment agency and they, uh, said that I should call this number within 30 days if I want to opt out of the health benefits. So that's what... that's the reason for my call. All righty. And repeat your first name for me. I'm sorry, say that again. Repeat your first name for me. Uh, Joshua. J-O-S-H-U-A. And how long ago did you start working for Surge? Um, well, I... I haven't had an asi... a work assignment for them yet. I actually ended up going with a different agency, but, uh, they still have my information on file. It was less than a month ago, so... uh, maybe a few weeks ago. Kind of like around early... around early October, so around in there. Okay. 'Cause I'm not showing an account with your information. Um... Oh, you're not? Yeah. Your last name? Um, my last name is Owens. O-W-E-N-S. Yep. I'm not showing your... uh, an account with your information, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number, all that good information to make your account and decline you, or we can wait 'til Surge sends your information. I couldn't tell you exactly when that is, 'cause we're not directly a part of Surge. Um, you would just have to call back every couple of days to see if the information's in the system yet. I see. So you don't have any information on me about... with regards to that right now, so, okay, okay. Okay, um, well, I will definitely check back and I'll... I'll look into that with them and see what I can find out. So I appreciate it. Thank you. No problem. Thank you so much for calling Epic Ready. Mm-hmm.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who's that I'm speaking with?

Speaker speaker\_2: Uh, this is Joshua Owens. I'm actually with the Surge Staffing and, um, I'm just calling to, uh, opt out of the health benefits.

Speaker speaker\_1: Okay. What are the last four digits of your social?

Speaker speaker\_2: It's, uh, 9264. I recently applied with Epic... with, um, um, Surge Staffing Group and, uh, they, uh, it's a temp... it's an employment agency and they, uh, said that I should call this number within 30 days if I want to opt out of the health benefits. So that's what... that's the reason for my call.

Speaker speaker\_1: All righty. And repeat your first name for me.

Speaker speaker\_2: I'm sorry, say that again.

Speaker speaker\_1: Repeat your first name for me.

Speaker speaker\_2: Uh, Joshua. J-O-S-H-U-A.

Speaker speaker\_1: And how long ago did you start working for Surge?

Speaker speaker\_2: Um, well, I... I haven't had an asi... a work assignment for them yet. I actually ended up going with a different agency, but, uh, they still have my information on file. It was less than a month ago, so... uh, maybe a few weeks ago. Kind of like around early... around early October, so around in there.

Speaker speaker\_1: Okay. 'Cause I'm not showing an account with your information. Um...

Speaker speaker\_2: Oh, you're not?

Speaker speaker\_1: Yeah. Your last name?

Speaker speaker\_2: Um, my last name is Owens. O-W-E-N-S.

Speaker speaker\_1: Yep. I'm not showing your... uh, an account with your information, so we can do one of two things. I can create you an account, but I will need your full social name, address, date of birth, phone number, all that good information to make your account and decline you, or we can wait 'til Surge sends your information. I couldn't tell you exactly when that is, 'cause we're not directly a part of Surge. Um, you would just have to call back every couple of days to see if the information's in the system yet.

Speaker speaker\_2: I see. So you don't have any information on me about... with regards to that right now, so, okay, okay. Okay, um, well, I will definitely check back and I'll... I'll look into that with them and see what I can find out. So I appreciate it. Thank you.

Speaker speaker\_1: No problem. Thank you so much for calling Epic Ready.

Speaker speaker\_2: Mm-hmm.