

Transcript: Pearl

Rojas-4511395734831104-6344994650013696

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits and a Card. My name is Pearl. Who do I have the pleasure of speaking with? Leslie Lee. And how can I assist you, Ms. Lee? Um, I'm calling because, um, I applied through Surge and it was mandatory to apply for your benefits, but she told me to call this number and tell you guys I want, want to decline all the benefits. Okay. What's the last four digits of your Social? 2560. Okay. And... Could you confirm your address and date of birth for me? 940 Orange Street, Chillicothe, Ohio 45601. And my birthday is 11/8/71. Okay. Can I have your phone number as 656-7544? Yeah. Can I have your email address as lybaker1971@gmail.com? Yes. Great. And you don't want the insurance coverage, correct? Correct. All righty. Well, then I got that pending enrollment canceled. Is there anything else I can assist you with today? No. Thank you. Thank you so much for calling. You have a great day. All right. Thank you.

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 and a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Leslie Lee.

Speaker speaker_1: And how can I assist you, Ms. Lee?

Speaker speaker_2: Um, I'm calling because, um, I applied through Surge and it was mandatory to apply for your benefits, but she told me to call this number and tell you guys I want, want to decline all the benefits.

Speaker speaker_1: Okay. What's the last four digits of your Social?

Speaker speaker_2: 2560.

Speaker speaker_1: Okay. And... Could you confirm your address and date of birth for me?

Speaker speaker_2: 940 Orange Street, Chillicothe, Ohio 45601. And my birthday is 11/8/71.

Speaker speaker_1: Okay. Can I have your phone number as 656-7544?

Speaker speaker_2: Yeah.

Speaker speaker_1: Can I have your email address as lybaker1971@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: Great. And you don't want the insurance coverage, correct?

Speaker speaker_2: Correct.

Speaker speaker_1: All righty. Well, then I got that pending enrollment canceled. Is there anything else I can assist you with today?

Speaker speaker_2: No. Thank you.

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

Speaker speaker_2: All right. Thank you.