

Transcript: Pearl

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Full Transcript

Thank you so much for calling benefits in a card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, Benny Fortenberry. And how can I assist you? Uh, yeah, I had signed up this morning and, uh, just wanted to make sure that I- I didn't remember seeing the page but I'd seen a reference to insurance and I want to make sure it's declined, you know, that I don't want the insurance. Okay. What's the name of the staffing agency you work for? Pardon? The name of the staffing agency you work for? Um, I'm having a hard time understanding what you're asking me. The name of the staffing agency you work for. Oh, Surge. And the last four digits of your social? 8491. All righty, Mr. Forten... Okay. And so you, so you just applied recently? This morning- Yeah, today. ... \$75,000 report? Yes. Okay, so they don't have, we don't have your information in the system yet, it's because you just applied. Um, so we can do one of two things. I can create you an account, uh, but I will need your name, your full social, name, address, date of birth, phone number and get your account created today or we can wait for Surge to send over your information. They do give you 30 days after receiving your first paycheck to decline. It's just however you prefer. Uh, yeah, I don't know. I, thi- thi- this is a little different situation than normal because I was a maintenance manager at PCA and I'm only doing this so I can come back in and help them repair machines from time to time. So it's not like I'm a- you know, working for a lot of different people or, you know, it's just so, so it's out of the ordinary but the only way they can pay me is to do it this way. So I, I guess I'd rather just go ahead and you create my account and have it declined and then I don't have to worry about... 'cause, 'cause I don't, you know, it might be three months before I come back in and do any work. Okay. What is your full social? 42080 8491. Okay. And, and I'm sorry, is your first... Your last name is Forten, what is your first name? Benny or- Benny. Benny, okay. Benny, Benny. And your address? 654 Berry Hill Lane. Areb, A-R-A-B, Alabama. And your date of birth? 02/02/1958. All right. And your phone number? 256-640-1784. All right. And we're declining that coverage today, correct? That's correct. All righty. \$75,000 got you opted out. Is there anything else I need Mr. to do it today? No, that's it. All right. Thank you so much for calling. You have a great day. All right. Thank you. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Thank you so much for calling benefits in a card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, Benny Fortenberry.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, yeah, I had signed up this morning and, uh, just wanted to make sure that I- I didn't remember seeing the page but I'd seen a reference to insurance and I want to make sure it's declined, you know, that I don't want the insurance.

Speaker speaker_0: Okay. What's the name of the staffing agency you work for?

Speaker speaker_1: Pardon?

Speaker speaker_0: The name of the staffing agency you work for?

Speaker speaker_1: Um, I'm having a hard time understanding what you're asking me.

Speaker speaker_0: The name of the staffing agency you work for.

Speaker speaker_1: Oh, Surge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: 8491.

Speaker speaker_0: All righty, Mr. Forten... Okay. And so you, so you just applied recently? This morning-

Speaker speaker_1: Yeah, today.

Speaker speaker_0: ... *f*75,000 report?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay, so they don't have, we don't have your information in the system yet, it's because you just applied. Um, so we can do one of two things. I can create you an account, uh, but I will need your name, your full social, name, address, date of birth, phone number and get your account created today or we can wait for Surge to send over your information. They do give you 30 days after receiving your first paycheck to decline. It's just however you prefer.

Speaker speaker_1: Uh, yeah, I don't know. I, thi- thi- this is a little different situation than normal because I was a mainten- manager at PCA and I'm only doing this so I can come back in and help them repair machines from time to time. So it's not like I'm a- you know, working for a lot of different people or, you know, it's just so, so it's out of the ordinary but the only way they can pay me is to do it this way. So I, I guess I'd rather just go ahead and you create my account and have it declined and then I don't have to worry about... 'cause, 'cause I don't, you know, it might be three months before I come back in and do any work.

Speaker speaker_0: Okay. What is your full social?

Speaker speaker_1: 42080 8491.

Speaker speaker_0: Okay. And, and I'm sorry, is your first... Your last name is Forten, what is your first name? Benny or-

Speaker speaker_1: Benny.

Speaker speaker_0: Benny, okay.

Speaker speaker_1: Benny, Benny.

Speaker speaker_0: And your address?

Speaker speaker_1: 654 Berry Hill Lane. Areb, A-R-A-B, Alabama.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 02/02/1958.

Speaker speaker_0: All right. And your phone number?

Speaker speaker_1: 256-640-1784.

Speaker speaker_0: All right. And we're declining that coverage today, correct?

Speaker speaker_1: That's correct.

Speaker speaker_0: All righty. *f*75,000 got you opted out. Is there anything else I need Mr. to do it today?

Speaker speaker_1: No, that's it.

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

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye.