

Transcript: Pearl

Rojas-4588920287838208-5359005709418496

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Pearl. Who do I have the pleasure of speaking with? My name is Robert Workman. And how can I assist you? Um, yes, um, I was supposed to be opt out of the medical through my company and CL wasn't hopped out of it. Okay. What's the name of the staffing agency you work for? Surge Staffing. And the last four digits of your social? 0707. All righty. And if you can confirm your address and date of birth? 1323 Hickory Street, Zanesville, Ohio 43701. And my date of birth is December 23rd, 1996. All righty. And have you 234-542-9416? Yes. And have you... Email address is rmcknight966@gmail.com? It should be rmcknight. Uh, yes. Okay. Um... Okay. All righty. So the auto-enrollment, uh, went through, so I can go ahead and cancel that for you. You may see one or two deductions, but at most, there'll be two. Okay. So, uh, so you guys will take two more payments out? Um, so they'll take one or two. They haven't... They've ma- they've made one, so yeah, it could possibly be one or two more. Oh, okay. Do you have any questions? All righty. Thank you. Nope, not at all. No problem. Thank you so much for calling. You have a great day. You too.

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

Speaker speaker_2: My name is Robert Workman.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, yes, um, I was supposed to be opt out of the medical through my company and CL wasn't hopped out of it.

Speaker speaker_1: Okay. What's the name of the staffing agency you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 0707.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth?

Speaker speaker_2: 1323 Hickory Street, Zanesville, Ohio 43701. And my date of birth is December 23rd, 1996.

Speaker speaker_1: All righty. And have you 234-542-9416?

Speaker speaker_2: Yes.

Speaker speaker_1: And have you... Email address is rmcnight966@gmail.com?

Speaker speaker_2: It should be rmcknight.

Speaker speaker_1: Uh, yes. Okay. Um...

Speaker speaker_2: Okay.

Speaker speaker_1: All righty. So the auto-enrollment, uh, went through, so I can go ahead and cancel that for you. You may see one or two deductions, but at most, there'll be two.

Speaker speaker_2: Okay. So, uh, so you guys will take two more payments out?

Speaker speaker_1: Um, so they'll take one or two. They haven't... They've ma- they've made one, so yeah, it could possibly be one or two more.

Speaker speaker_2: Oh, okay.

Speaker speaker_1: Do you have any questions?

Speaker speaker_2: All righty. Thank you. Nope, not at all.

Speaker speaker_1: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_2: You too.