

## Transcript: Pearl

**Rojas-4599006735286272-6249095455227904**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I helpfully just begin with? Hi, Pearl. My name is Aldo Murray. I was calling to see if I could get, um, I could opt out that, um, benefit, um, package. I'm sorry, if you can what the benefit package? Opt out, um, I just, uh, signed up with, um, Surge, uh, Staff Agency. Okay, what is- And they told me for me to opt, opt out of the benefit, I have to call and let you guys know. Okay, what are the last four digits of your social? 7554. All righty, 7554? Yes, ma'am. And your last name is Murray, right? Yes, that's correct, M-U-R-R-A-Y. Okay, when did you, when did you, how long have you been working with them? Uh, I just signed up today. Okay, so your information isn't in our system yet, so we can do one of two things. I can create you an account today, but I will need your full social name, address, date of birth, phone number, and opt you out today. Or, or we- 065- Give me one second. Did you want to create your account? Or we can wait until Surge sends over your information. They do give you 30 days from the date of your first paycheck to opt out. No, it's okay, you can go ahead and do it. Okay, bear with me one moment. And what is your full social? 065887554. 88754? 887554. 554. Okay, and your first name? A-L-D-O. Aldo, okay. Aldo Murray. Yes, ma'am. And what is your address? 232, I'm sorry, 2332 Fred Hibiscus Court. Fred Hibiscus Court? Yes, ma'am. The zip code is 30331 and the city is Atlanta. I'm at Atlanta? Yes, ma'am. Okay, and the state? Georgia. Okay. And what is... Just give me one moment. And when's your date of birth? July 4th, 1977. All righty, and your phone number? 770-871-6405. All righty. And you said we're opting out today, correct? Yes, ma'am. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? No, thank you so much. You're good. All right- Thank you so much for calling UPB. You too, bye-bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who may I helpfully just begin with?

Speaker speaker\_1: Hi, Pearl. My name is Aldo Murray. I was calling to see if I could get, um, I could opt out that, um, benefit, um, package.

Speaker speaker\_0: I'm sorry, if you can what the benefit package?

Speaker speaker\_1: Opt out, um, I just, uh, signed up with, um, Surge, uh, Staff Agency.

Speaker speaker\_0: Okay, what is-

Speaker speaker\_1: And they told me for me to opt, opt out of the benefit, I have to call and let you guys know.

Speaker speaker\_0: Okay, what are the last four digits of your social?

Speaker speaker\_1: 7554.

Speaker speaker\_0: All righty, 7554?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And your last name is Murray, right?

Speaker speaker\_1: Yes, that's correct, M-U-R-R-A-Y.

Speaker speaker\_0: Okay, when did you, when did you, how long have you been working with them?

Speaker speaker\_1: Uh, I just signed up today.

Speaker speaker\_0: Okay, so your information isn't in our system yet, so we can do one of two things. I can create you an account today, but I will need your full social name, address, date of birth, phone number, and opt you out today. Or, or we-

Speaker speaker\_1: 065-

Speaker speaker\_0: Give me one second. Did you want to create your account? Or we can wait until Surge sends over your information. They do give you 30 days from the date of your first paycheck to opt out.

Speaker speaker\_1: No, it's okay, you can go ahead and do it.

Speaker speaker\_0: Okay, bear with me one moment. And what is your full social?

Speaker speaker\_1: 065887554.

Speaker speaker\_0: 88754?

Speaker speaker\_1: 887554.

Speaker speaker\_0: 554. Okay, and your first name?

Speaker speaker\_1: A-L-D-O.

Speaker speaker\_0: Aldo, okay. Aldo Murray.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And what is your address?

Speaker speaker\_1: 232, I'm sorry, 2332 Fred Hibiscus Court.

Speaker speaker\_0: Fred Hibiscus Court?

Speaker speaker\_1: Yes, ma'am. The zip code is 30331 and the city is Atlanta.

Speaker speaker\_0: I'm at Atlanta?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Okay, and the state?

Speaker speaker\_1: Georgia.

Speaker speaker\_0: Okay. And what is... Just give me one moment. And when's your date of birth?

Speaker speaker\_1: July 4th, 1977.

Speaker speaker\_0: All righty, and your phone number?

Speaker speaker\_1: 770-871-6405.

Speaker speaker\_0: All righty. And you said we're opting out today, correct?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: No, thank you so much. You're good. All right-

Speaker speaker\_0: Thank you so much for calling UPB.

Speaker speaker\_1: You too, bye-bye.