

Transcript: Pearl

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Full Transcript

Hi, benefits in a card. My name is Pearl. Who do I have the pleasure of speaking with? Carrie Estle. And how can I assist you? I want to opt out of insurance for Surge. Okay. And where did I ask for your Social? 0707. Okay. Bear with me one moment. And how long have you been working with Surge? Uh, this time, since the fourth. And you said your name is Carrie S.? Estle, E-S-T-L-E. Surge. Surge. Surge. And you've worked with Surge before? Yes. These are the last four of your Social, 0707? Correct. Okay. Do you have any other last names? It would have been under Hawk, H-A-W-K. Okay. Maybe you can verify your address and date of birth. Date of birth is 9/11/96. My address is 525 Campbell Street, Washington Courthouse. Okay. And I have your phone number at 661-4252. Correct. And I have here you address, carrie_hawk at yahoo.com. Um, yeah, I still have that one. Okay. So I have here that you called and you declined coverage on the 12th of this month already. Okay. Um, so, so you, you did have cancel, uh, decline once and you're good to go. You will receive those text messages once a week for the first 30 days. Um, the reason I called is because it, I got a text message saying I needed to decline it. Yes. And, and I see that you declined. Um, so not the 12th of this month, the 12th of... You declined last year. Um- Yeah. ... the auto-enrollment is for new hires and because you've already worked with Surge and declined previously, you're not considered a new hire, so you don't have to de- auto, uh, decline the auto-enrollment again. Okay. Thank you. No problem. Thank you for calling. Bye.

Conversation Format

Speaker speaker_0: Hi, benefits in a card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Carrie Estle.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I want to opt out of insurance for Surge.

Speaker speaker_0: Okay. And where did I ask for your Social?

Speaker speaker_1: 0707.

Speaker speaker_0: Okay. Bear with me one moment. And how long have you been working with Surge?

Speaker speaker_1: Uh, this time, since the fourth.

Speaker speaker_0: And you said your name is Carrie S.?

Speaker speaker_1: Estle, E-S-T-L-E.

Speaker speaker_2: Surge. Surge. Surge.

Speaker speaker_0: And you've worked with Surge before?

Speaker speaker_1: Yes.

Speaker speaker_0: These are the last four of your Social, 0707?

Speaker speaker_1: Correct.

Speaker speaker_0: Okay. Do you have any other last names?

Speaker speaker_1: It would have been under Hawk, H-A-W-K.

Speaker speaker_0: Okay. Maybe you can verify your address and date of birth.

Speaker speaker_1: Date of birth is 9/11/'96. My address is 525 Campbell Street, Washington Courthouse.

Speaker speaker_0: Okay. And I have your phone number at 661-4252.

Speaker speaker_1: Correct.

Speaker speaker_0: And I have here you address, carrie_hawk at yahoo.com.

Speaker speaker_1: Um, yeah, I still have that one.

Speaker speaker_0: Okay. So I have here that you called and you declined coverage on the 12th of this month already.

Speaker speaker_1: Okay.

Speaker speaker_0: Um, so, so you, you did have cancel, uh, decline once and you're good to go. You will receive those text messages once a week for the first 30 days.

Speaker speaker_1: Um, the reason I called is because it, I got a text message saying I needed to decline it.

Speaker speaker_0: Yes. And, and I see that you declined. Um, so not the 12th of this month, the 12th of... You declined last year. Um-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... the auto-enrollment is for new hires and because you've already worked with Surge and declined previously, you're not considered a new hire, so you don't have to de- auto, uh, decline the auto-enrollment again.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_0: No problem. Thank you for calling.

Speaker speaker_1: Bye.