

Transcript: Pearl

Rojas-4787077603966976-5981632294600704

Full Transcript

Hi, good afternoon. Thank you for using 100% on a card. My name is Pearl. Who do I have the pleasure of speaking with? Hi, my name is Victor Trent. And how can I assist you? Uh, it keeps telling me... I'm, I'm trying to decline all the, all the, um, coverage but it's not even letting me. Okay. What's the name of the company you say you work for? Uh, um, Surge. And what's the last four digits of your social? 3189. All righty. And if you can verify your address and date of birth for me. 1899 Minnesota Avenue, Columbus, Ohio, 43211, March 5th, 1998. Okay. May I have your phone number as 614-972-3906? Yes, ma'am. Can I have your- Email? ... email address as tressavosway@... Tressavosway@... Mm-hmm. And you're wanting to decline coverage today, correct? Mm-hmm. Yes, ma'am. All righty. You want to... I went in and got you opted out. Is there anything else I can assist you with? No, that'd be it, ma'am. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_1: Hi, good afternoon. Thank you for using 100% on a card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_0: Hi, my name is Victor Trent.

Speaker speaker_1: And how can I assist you?

Speaker speaker_0: Uh, it keeps telling me... I'm, I'm trying to decline all the, all the, um, coverage but it's not even letting me.

Speaker speaker_1: Okay. What's the name of the company you say you work for?

Speaker speaker_0: Uh, um, Surge.

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

Speaker speaker_0: 3189.

Speaker speaker_1: All righty. And if you can verify your address and date of birth for me.

Speaker speaker_0: 1899 Minnesota Avenue, Columbus, Ohio, 43211, March 5th, 1998.

Speaker speaker_1: Okay. May I have your phone number as 614-972-3906?

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Can I have your-

Speaker speaker_0: Email?

Speaker speaker_1: ... email address as tressavosway@...

Speaker speaker_0: Tressavosway@... Mm-hmm.

Speaker speaker_1: And you're wanting to decline coverage today, correct?

Speaker speaker_0: Mm-hmm. Yes, ma'am.

Speaker speaker_1: All righty. You want to... I went in and got you opted out. Is there anything else I can assist you with?

Speaker speaker_0: No, that'd be it, ma'am.

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

Speaker speaker_0: You too.