

Transcript: Pearl

Rojas-4855605044232192-5170518891479040

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I please be speaking with? Hi, this is Erin Jean Burrows, and I just got a, uh, um, very horrible text from your company saying that you're going to force me to enroll- Your voice sounds really far away and staticky. Huh? You sound really muffled. Oh. Well, anyway, I just got a really horrible text from your company saying that you're going to force me to enroll, auto-enroll me- ... and no, do not do that. How can I stop that? Okay. What's the name of the staffing agency you work for? The name of what? The staffing agency you work for? Brown. And the last four digits of your social? 9574. All right. And if you can confirm your address and date of birth. 11/18/66 P.O. Box 411791 Kansas City, Missouri, 64141. Okay, let me put it as 660-232-2271? That's one of them. I have three. Okay, can I have your email address as gwiapower@Gmail.com? Yeah. Right, and you said you want to opt out, correct? You don't want to be auto-enrolled? Yes. Oh my God, don't you dare steal money out of my account like that. Wow. Okay, I went ahead and declined the auto-enrollment. Is there anything else I can assist you with? I'm sorry, what now? I went ahead and got you opted out of the auto-enrollment. Is there anything else I can assist you with? Can I get, can I get something in writing to prove that? I can send you a confirmation. It'll go to your email. Yeah. Yeah, yeah, so I can legally prove, um... Do I have you shut down my bank account to make sure no money comes out of it? No, ma'am. Are you going to send that too? The auto-enrollment is doesn't come with... Huh? I can, I can send you the, I can send you the confirmation of, of opting out. Yeah. Uh, yeah, do that, okay? All right. Thank you so much for calling. Have a great day. Uh-huh.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I please be speaking with?

Speaker speaker_1: Hi, this is Erin Jean Burrows, and I just got a, uh, um, very horrible text from your company saying that you're going to force me to enroll-

Speaker speaker_0: Your voice sounds really far away and staticky.

Speaker speaker_1: Huh?

Speaker speaker_0: You sound really muffled.

Speaker speaker_1: Oh. Well, anyway, I just got a really horrible text from your company saying that you're going to force me to enroll, auto-enroll me- ... and no, do not do that. How can I stop that?

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

Speaker speaker_1: The name of what?

Speaker speaker_0: The staffing agency you work for?

Speaker speaker_1: Brown.

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

Speaker speaker_1: 9574.

Speaker speaker_0: All right. And if you can confirm your address and date of birth.

Speaker speaker_1: 11/18/66 P.O. Box 411791 Kansas City, Missouri, 64141.

Speaker speaker_0: Okay, let me put it as 660-232-2271?

Speaker speaker_1: That's one of them. I have three.

Speaker speaker_0: Okay, can I have your email address as gwiapower@Gmail.com?

Speaker speaker_1: Yeah.

Speaker speaker_0: Right, and you said you want to opt out, correct? You don't want to be auto-enrolled?

Speaker speaker_1: Yes. Oh my God, don't you dare steal money out of my account like that. Wow.

Speaker speaker_0: Okay, I went ahead and declined the auto-enrollment. Is there anything else I can assist you with?

Speaker speaker_1: I'm sorry, what now?

Speaker speaker_0: I went ahead and got you opted out of the auto-enrollment. Is there anything else I can assist you with?

Speaker speaker_1: Can I get, can I get something in writing to prove that?

Speaker speaker_0: I can send you a confirmation. It'll go to your email.

Speaker speaker_1: Yeah. Yeah, yeah, so I can legally prove, um... Do I have you shut down my bank account to make sure no money comes out of it?

Speaker speaker_0: No, ma'am.

Speaker speaker_1: Are you going to send that too?

Speaker speaker_0: The auto-enrollment is doesn't come with...

Speaker speaker_1: Huh?

Speaker speaker_0: I can, I can send you the, I can send you the confirmation of, of opting out.

Speaker speaker_1: Yeah. Uh, yeah, do that, okay?

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

Speaker speaker_1: Uh-huh.