

Transcript: Pearl

Rojas-4881569007747072-5156638577606656

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hooda. This is who you're speaking with. Hi, my name is Charles Ford. F-O-R-D. And how can I assist you? Mm-hmm. I don't want any benefits. Okay. What's the name of the staffing agency you work for? Um, it would be Surge Staffing. And the last four digits of your social? 1840. And how long have you been working for Surge? Uh, I've been working for Surge on and off probably for about... since 2018. Okay, and you said your last name is Ford and the last four of your social is 1840? That is correct, yes. Okay. I don't have an account with your information. Hmm. Interesting. So- I wonder if they didn't put it back in there yet. Um, well, once it's in the system they're... they don't... they're not able to take it out of our system. Um, so we can only- Hm. Well- Like yeah. Yeah. I can try to create you an account and see if there's one that will pull up with your full social. Okay, that's cool. Okay, go ahead. Hello? Yeah, go ahead. Your full social? Oh, I'm sorry. Uh, 287-66-1840. Hm. Yeah. We don't have an account for you. It's letting, um, it's letting me create one, but we don't have one. Mm-hmm. If you'd like, we can just go ahead and create your account and then get you declined. Um, but if you've worked on and off for them, I'm not sure why we wouldn't have one. Give me one moment. Let me place you on a brief hold and I'll be right back with you. Okay. Okay. And you said how long it's been on and off with Surge? Since 2018. Okay, bear with me one moment. Thank you so much for holding Mr. Ford. So yeah, I'm not sure why an account for you isn't coming up, but I can definitely create you one and get you declined there. Give me just, uh, I'm, uh, like, actually on the website here. Yes. Uh, 60E. 60E. Okay. And so I'm gonna go ahead and decline this. All right. Um, if you've been at the option, reviewed options, it's okay. Next. Um, I don't want coverages. Okay. So shouldn't it take you to, through the process of asking for your address and everything? Or did I do something wrong? Um, if you already registered on... If you already have an account registered, it will just... it won't ask you that information again. Okay. So apparently it's not registered. That's weird. Decline all coverage. Oh, yeah, actually there... account. I don't know why. Account just came up for your... confirm your address and date of birth for me. Um, uh, 11/20 of '72. And your address? Oh, it's 5219 Hutchison Street, uh, South Bloomfield, Ohio, 43103. Okay, and that'd be phone number 740-601-6109? I'm sorry. Yes. No, that's my old phone number. Wait a minute. No. Okay. What- Um, my phone number is 614-671-3229. All right. And I have your email address c.ford726i@gmail.com? Yes. All right. I went ahead and got you opted out as... and your 60- Oh, you did- Yeah. Did that a lot quicker than I did. Um, alrighty. Thank you. I appreciate it. No problem. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl Hooda. This is who you're speaking with.

Speaker speaker_2: Hi, my name is Charles Ford. F-O-R-D.

Speaker speaker_1: And how can I assist you? Mm-hmm.

Speaker speaker_2: I don't want any benefits.

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

Speaker speaker_2: Um, it would be Surge Staffing.

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

Speaker speaker_2: 1840.

Speaker speaker_1: And how long have you been working for Surge?

Speaker speaker_2: Uh, I've been working for Surge on and off probably for about... since 2018.

Speaker speaker_1: Okay, and you said your last name is Ford and the last four of your social is 1840?

Speaker speaker_2: That is correct, yes.

Speaker speaker_1: Okay. I don't have an account with your information.

Speaker speaker_2: Hmm. Interesting.

Speaker speaker_1: So-

Speaker speaker_2: I wonder if they didn't put it back in there yet.

Speaker speaker_1: Um, well, once it's in the system they're... they don't... they're not able to take it out of our system. Um, so we can only-

Speaker speaker_2: Hm. Well-

Speaker speaker_1: Like yeah. Yeah. I can try to create you an account and see if there's one that will pull up with your full social.

Speaker speaker_2: Okay, that's cool.

Speaker speaker_1: Okay, go ahead. Hello?

Speaker speaker_2: Yeah, go ahead.

Speaker speaker_1: Your full social?

Speaker speaker_2: Oh, I'm sorry. Uh, 287-66-1840.

Speaker speaker_1: Hm. Yeah. We don't have an account for you. It's letting, um, it's letting me create one, but we don't have one. Mm-hmm. If you'd like, we can just go ahead and create your account and then get you declined. Um, but if you've worked on and off for them, I'm not sure why we wouldn't have one. Give me one moment. Let me place you on a brief hold and I'll be right back with you.

Speaker speaker_2: Okay. Okay.

Speaker speaker_1: And you said how long it's been on and off with Surge?

Speaker speaker_2: Since 2018.

Speaker speaker_1: Okay, bear with me one moment. Thank you so much for holding Mr. Ford. So yeah, I'm not sure why an account for you isn't coming up, but I can definitely create you one and get you declined there.

Speaker speaker_2: Give me just, uh, I'm, uh, like, actually on the website here.

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, 60E. 60E. Okay. And so I'm gonna go ahead and decline this.

Speaker speaker_1: All right.

Speaker speaker_2: Um, if you've been at the option, reviewed options, it's okay. Next. Um, I don't want coverages. Okay. So shouldn't it take you to, through the process of asking for your address and everything? Or did I do something wrong?

Speaker speaker_1: Um, if you already registered on... If you already have an account registered, it will just... it won't ask you that information again.

Speaker speaker_2: Okay. So apparently it's not registered. That's weird. Decline all coverage.

Speaker speaker_1: Oh, yeah, actually there... account. I don't know why. Account just came up for your... confirm your address and date of birth for me.

Speaker speaker_2: Um, uh, 11/20 of '72.

Speaker speaker_1: And your address?

Speaker speaker_2: Oh, it's 5219 Hutchison Street, uh, South Bloomfield, Ohio, 43103.

Speaker speaker_1: Okay, and that'd be phone number 740-601-6109?

Speaker speaker_2: I'm sorry. Yes. No, that's my old phone number. Wait a minute. No.

Speaker speaker_1: Okay. What-

Speaker speaker_2: Um, my phone number is 614-671-3229.

Speaker speaker_1: All right. And I have your email address c.ford726i@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I went ahead and got you opted out as... and your 60-

Speaker speaker_2: Oh, you did-

Speaker speaker_1: Yeah.

Speaker speaker_2: Did that a lot quicker than I did. Um, alrighty. Thank you. I appreciate it.

Speaker speaker_1: No problem. You have a great day.

Speaker speaker_2: You too. Bye.