

Transcript: Pearl

Rojas-4953891996745728-6244481216593920

Full Transcript

Hi there, welcome, and thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with? Yes, this is Oakley Pennington. And how can I assist you? Just started the dis- the third staffing, and they were telling me that you guys automatically enroll in insurance. I need that declined. I do not want it. Okay. What are the last four digits of your social? 7005. All righty. Give me one moment. Can you repeat your name for me? It is Oakley Pennington. And how long have you been working with Search? Do what? How long have you been working with Search? Uh, I just literally started. I have not started my assignment yet, but I just wanted to go ahead and get this taken care of before... yes, it happens. Okay, so they ... they haven't sent us over your information yet, so we can do one of two things. I can create you an account, but I will need your full social, name, address, date of birth, phone number, um, and we can decline you today, or we can wait for Search to send over this information. They do give you 30 days from your first paycheck to decline the coverage. Okay. So, uh, what, say that one more time? You broke up. So Search gives you 30 days from your first paycheck to decline, so we can wait for them to send us your information or I can create you an account, but I will need your full social, name, address, date of birth, and phone number. That's fine. I'll go ahead and give it to you now, get it knocked out of the way. All righty. And what's your full social? Uh, it's 307-11-7005. Okay. And you said your name is Oakley Pennington? It is Oakley, O-A-K-L-E-Y, James, J-A-M-E-S, Pennington, P-E-N-N-I-N-G-T-O-N. Okay. Your address? 1203 East State Road 44, Trailer 71. And the city and state? Sherbyville, Indiana. And your ZIP code? 46176. And your date of birth? 02/09/91. Right. And your phone number? 812-216-9025. All righty. And just to confirm, we're declining coverage today, correct? Yes. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? Nope, that's it. Thank you so much for calling. You have a great day. Thank you. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi there, welcome, and thank you for calling Benefits in a Card. My name is Pearl, who do I have the pleasure of speaking with?

Speaker speaker_1: Yes, this is Oakley Pennington.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Just started the dis- the third staffing, and they were telling me that you guys automatically enroll in insurance. I need that declined. I do not want it.

Speaker speaker_0: Okay. What are the last four digits of your social?

Speaker speaker_1: 7005.

Speaker speaker_0: All righty. Give me one moment. Can you repeat your name for me?

Speaker speaker_1: It is Oakley Pennington.

Speaker speaker_0: And how long have you been working with Search?

Speaker speaker_1: Do what?

Speaker speaker_0: How long have you been working with Search?

Speaker speaker_1: Uh, I just literally started. I have not started my assignment yet, but I just wanted to go ahead and get this taken care of before... yes, it happens.

Speaker speaker_0: Okay, so they ... they haven't sent us over your information yet, so we can do one of two things. I can create you an account, but I will need your full social, name, address, date of birth, phone number, um, and we can decline you today, or we can wait for Search to send over this information. They do give you 30 days from your first paycheck to decline the coverage.

Speaker speaker_1: Okay. So, uh, what, say that one more time? You broke up.

Speaker speaker_0: So Search gives you 30 days from your first paycheck to decline, so we can wait for them to send us your information or I can create you an account, but I will need your full social, name, address, date of birth, and phone number.

Speaker speaker_1: That's fine. I'll go ahead and give it to you now, get it knocked out of the way.

Speaker speaker_0: All righty. And what's your full social?

Speaker speaker_1: Uh, it's 307-11-7005.

Speaker speaker_0: Okay. And you said your name is Oakley Pennington?

Speaker speaker_1: It is Oakley, O-A-K-L-E-Y, James, J-A-M-E-S, Pennington, P-E-N-N-I-N-G-T-O-N.

Speaker speaker_0: Okay. Your address?

Speaker speaker_1: 1203 East State Road 44, Trailer 71.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Sherbyville, Indiana.

Speaker speaker_0: And your ZIP code?

Speaker speaker_1: 46176.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 02/09/91.

Speaker speaker_0: Right. And your phone number?

Speaker speaker_1: 812-216-9025.

Speaker speaker_0: All righty. And just to confirm, we're declining coverage today, correct?

Speaker speaker_1: Yes.

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: Nope, that's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Thank you. Bye-bye.

Speaker speaker_0: Bye-bye.