

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Pearl. Who do I have the pleasure of speaking with? Jonathan Whitfield. I'm sorry, who is... What was that? Jonathan Whitfield. And how can I assist you? Um, I got a text message saying that I will be enrolled in the MEC plan, but I don't want to be enrolled in. Okay. What's the name of the staffing agency you work for? Wagner Station. And the last four digits of your social? 6670. All righty. And what is your address and date of birth? 150 Starks Road, Griffin, Georgia 30224. And this is 1695. All righty. And I have your phone number as 770-468-8575. Yes, ma'am. And I have your email address as jonathan.whitfield11@gmail.com. No, it's 12 at gmail.com. Twelve? Okay. And you said we're declining coverage today, correct? Yes. All right. I went ahead and got you opted out. Is there anything else that you need, sir? Uh, no, ma'am. That's it. Thank you so much for calling in. Have a great day. You too.

Conversation Format

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

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Jonathan Whitfield.

Speaker speaker_1: I'm sorry, who is... What was that?

Speaker speaker_2: Jonathan Whitfield.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I got a text message saying that I will be enrolled in the MEC plan, but I don't want to be enrolled in.

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

Speaker speaker_2: Wagner Station.

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

Speaker speaker_2: 6670.

Speaker speaker_1: All righty. And what is your address and date of birth?

Speaker speaker_2: 150 Starks Road, Griffin, Georgia 30224. And this is 1695.

Speaker speaker_1: All righty. And I have your phone number as 770-468-8575.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And I have your email address as jonathan.whitfield11@gmail.com.

Speaker speaker_2: No, it's 12 at gmail.com.

Speaker speaker_1: Twelve? Okay. And you said we're declining coverage today, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. I went ahead and got you opted out. Is there anything else that you need, sir?

Speaker speaker_2: Uh, no, ma'am. That's it.

Speaker speaker_1: Thank you so much for calling in. Have a great day.

Speaker speaker_2: You too.