

Transcript: Pearl

Rojas-5087298815705088-6391713937932288

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who now would like to speak? Yes, my name is Randall Thomas. I work for a temp service called Surge. I'm calling to report that I have, uh, medical insurance through Oscar and I don't need this program, so they told me to call to, uh, do a cancellation to make sure that that don't get docked out of my paycheck. Okay. What are the last four digits of your social? 8380. 8380. And you said you're working with Surge, right? Yes, ma'am. All righty. All righty, Mr. Randall. If you can confirm- Confirm what? Give me one moment. Okay. All righty. I'm here. And what is your address and date of birth? 8/29/1964. Address is 6027 Oak Ben Court, Riverdale, Georgia. All righty. Yes. And your number is 404-625-7433? That is correct. And I have your email address as randall08thomas@gmail.com? Yes, that is correct. All right. And you said you wanted to opt out of coverage today, correct? That is correct. All righty. I went ahead and got you opted out today. Is there anything else I can assist you with? No, ma'am. That is it. That is it. Great, great, great service. Thank you. Okay. Thank you so much for calling. You have a great day. You too, bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Who now would like to speak?

Speaker speaker_1: Yes, my name is Randall Thomas. I work for a temp service called Surge. I'm calling to report that I have, uh, medical insurance through Oscar and I don't need this program, so they told me to call to, uh, do a cancellation to make sure that that don't get docked out of my paycheck.

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

Speaker speaker_1: 8380.

Speaker speaker_0: 8380. And you said you're working with Surge, right?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. All righty, Mr. Randall. If you can confirm-

Speaker speaker_1: Confirm what?

Speaker speaker_0: Give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: All righty.

Speaker speaker_1: I'm here.

Speaker speaker_0: And what is your address and date of birth?

Speaker speaker_1: 8/29/1964. Address is 6027 Oak Ben Court, Riverdale, Georgia.

Speaker speaker_0: All righty.

Speaker speaker_1: Yes.

Speaker speaker_0: And your number is 404-625-7433?

Speaker speaker_1: That is correct.

Speaker speaker_0: And I have your email address as randall08thomas@gmail.com?

Speaker speaker_1: Yes, that is correct.

Speaker speaker_0: All right. And you said you wanted to opt out of coverage today, correct?

Speaker speaker_1: That is correct.

Speaker speaker_0: All righty. I went ahead and got you opted out today. Is there anything else I can assist you with?

Speaker speaker_1: No, ma'am. That is it. That is it. Great, great, great service. Thank you.

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

Speaker speaker_1: You too, bye-bye.