

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist or speaking with? Hey, Pearl. This is Alejandro Shropshire. Um, how you doing today? I'm great and yourself? I'm all right, ma'am. I called earlier and spoke with a representative of you all that she was supposed to send me an email so that I could take a, uh, photograph of the check that I was, just got received for last week. Uh, it's pertaining to, um, I was getting to take my name off of the, uh, benefits that you all was having. It's 'cause, it's, it has on my check M-E-C Tel RX Make Plan. And, um, I'm employed with Surge, uh, Staffing. And I was, uh, I was told that I was automatically assigned, uh, assigned to this, to this, uh, program you guys have but I don't want to be a part of it so I wanted to opt out. But she told me I had to take a, I need to take a picture of my check and send it to her but I never received the email information. Okay, what are the last four digits of your Social? 6944. And you said your first name is Michael? My first name is Alejandro. Oh, I'm sorry. Under... Okay, can you confirm your address and date of birth? It's 624 Forest Hill Road, Apartment X3, Macon, Georgia 31210. My birthday is 03/19/1973. And your phone number is 478-208-2358? That's correct. And I have your email address as alejandro.shropshire@yahoo.com? Yes, ma'am. Okay, let's see. Now I'm really feeling better. I'll be glad to give you a raise. 'Cause I dropped... I be goddamn fumbling. I know. I fumble sometimes. You did very, very... Okay. Um. Give me one moment. Let me just take a look here. They didn't know what to make of you, but you do now. It makes you feel good, doesn't it? Yeah. Yeah, they do that for my spell, yeah. Yeah. Thank you, baby. Yeah. Okay. So this, this is the email. Over. Um, it should have went to your inbox. If it didn't, if you don't see it in your inbox try that spam or junk folder. I didn't, I didn't understand. Say that again. If you don't see the email in your inbox try your spam or junk folder. It's going to say info at... Uh, info@benefitsinacard.com. Okay. But you can... Then but you... Can you confirm that, uh, I have been, uh, opted out already from your, from this, the program? Yes, you are now. I am now opted out so... You are paying that for everything. So I won't... What's that? Huh? Yeah, so I won't, I won't be... So it won't necessarily be taken out of my check when this is concerning you guys, right? Correct. That is, that is a... Um, the automa is for new hires and you're no longer considered a new hire so you, you're fine. Okay. Okay, so I'm good with that. Okay? Okay, thank you very much. I will be sending that, uh, information back to you. Bye. All right, thank you for calling. You have a great day.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I assist or speaking with?

Speaker speaker_1: Hey, Pearl. This is Alejandro Shropshire. Um, how you doing today?

Speaker speaker_0: I'm great and yourself?

Speaker speaker_1: I'm all right, ma'am. I called earlier and spoke with a representative of you all that she was supposed to send me an email so that I could take a, uh, photograph of the check that I was, just got received for last week. Uh, it's pertaining to, um, I was getting to take my name off of the, uh, benefits that you all was having. It's 'cause, it's, it has on my check M-E-C Tel RX Make Plan. And, um, I'm employed with Surge, uh, Staffing. And I was, uh, I was told that I was automatically assigned, uh, assigned to this, to this, uh, program you guys have but I don't want to be a part of it so I wanted to opt out. But she told me I had to take a, I need to take a picture of my check and send it to her but I never received the email information.

Speaker speaker_0: Okay, what are the last four digits of your Social?

Speaker speaker_1: 6944.

Speaker speaker_0: And you said your first name is Michael?

Speaker speaker_1: My first name is Alejandro.

Speaker speaker_0: Oh, I'm sorry. Under... Okay, can you confirm your address and date of birth?

Speaker speaker_1: It's 624 Forest Hill Road, Apartment X3, Macon, Georgia 31210. My birthday is 03/19/1973.

Speaker speaker_0: And your phone number is 478-208-2358?

Speaker speaker_1: That's correct.

Speaker speaker_0: And I have your email address as alejandro.shropshire@yahoo.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay, let's see.

Speaker speaker_2: Now I'm really feeling better. I'll be glad to give you a raise. 'Cause I dropped... I be goddamn fumbling.

Speaker speaker_3: I know.

Speaker speaker_2: I fumble sometimes.

Speaker speaker_3: You did very, very... Okay. Um.

Speaker speaker_0: Give me one moment. Let me just take a look here.

Speaker speaker_3: They didn't know what to make of you, but you do now. It makes you feel good, doesn't it?

Speaker speaker_2: Yeah. Yeah, they do that for my spell, yeah.

Speaker speaker_3: Yeah.

Speaker speaker_2: Thank you, baby. Yeah.

Speaker speaker_0: Okay. So this, this is the email. Over. Um, it should have went to your inbox. If it didn't, if you don't see it in your inbox try that spam or junk folder.

Speaker speaker_1: I didn't, I didn't understand. Say that again.

Speaker speaker_0: If you don't see the email in your inbox try your spam or junk folder. It's going to say info at... Uh, info@benefitsinacard.com.

Speaker speaker_1: Okay. But you can... Then but you... Can you confirm that, uh, I have been, uh, opted out already from your, from this, the program?

Speaker speaker_0: Yes, you are now.

Speaker speaker_1: I am now opted out so...

Speaker speaker_2: You are paying that for everything.

Speaker speaker_1: So I won't...

Speaker speaker_3: What's that?

Speaker speaker_2: Huh?

Speaker speaker_1: Yeah, so I won't, I won't be... So it won't necessarily be taken out of my check when this is concerning you guys, right?

Speaker speaker_0: Correct. That is, that is a... Um, the automa is for new hires and you're no longer considered a new hire so you, you're fine.

Speaker speaker_1: Okay. Okay, so I'm good with that. Okay? Okay, thank you very much. I will be sending that, uh, information back to you. Bye.

Speaker speaker_0: All right, thank you for calling. You have a great day.