

Transcript: Pearl

Rojas-5421987502964736-5872481992130560

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Tanya Taylor. And how can I assist you? Um, I received a text message about, uh, AutoEnroll and MEC teller, teller, Tellerex? Mm-hmm. Um, I thought I declined those benefits. Did you already call and decline or you did it through a form online? No, I never ca- I'm just now calling now. They said call BIC at 1:00 AM to make the changes. Okay. What's the name of the company you say you work for? Serge. And the last four digits of your social? 5527. All right. If you can provide me with your address and date of birth. 4008 Kirk Drive, Macon, Georgia 31204. 0202 1987. Okay. And that is 478-722-4608? That's correct. And your email address at tammytaylor087@gmail.com? Say that again? Tammy Taylor, O-uh, zero, seven, 087@gmail.com? Yeah. That's r- that's mine. Okay. And you said you're declining benefits today, correct? Yes, I am. All right. ... got you opted out, is there anything else I can assist you with? No, that's it. Thank you so much for calling. You have a great day. Mm-hmm. You too.

Conversation Format

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

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Tanya Taylor.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I received a text message about, uh, AutoEnroll and MEC teller, teller, Tellerex?

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Um, I thought I declined those benefits.

Speaker speaker_1: Did you already call and decline or you did it through a form online?

Speaker speaker_2: No, I never ca- I'm just now calling now. They said call BIC at 1:00 AM to make the changes.

Speaker speaker_1: Okay. What's the name of the company you say you work for?

Speaker speaker_2: Serge.

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

Speaker speaker_2: 5527.

Speaker speaker_1: All right. If you can provide me with your address and date of birth.

Speaker speaker_2: 4008 Kirk Drive, Macon, Georgia 31204. 0202 1987.

Speaker speaker_1: Okay. And that is 478-722-4608?

Speaker speaker_2: That's correct.

Speaker speaker_1: And your email address at tammytaylor087@gmail.com?

Speaker speaker_2: Say that again?

Speaker speaker_1: Tammy Taylor, O- uh, zero, seven, 087@gmail.com?

Speaker speaker_2: Yeah. That's r- that's mine.

Speaker speaker_1: Okay. And you said you're declining benefits today, correct?

Speaker speaker_2: Yes, I am.

Speaker speaker_1: All right. ... got you opted out, is there anything else I can assist you with?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thank you so much for calling. You have a great day.

Speaker speaker_2: Mm-hmm. You too.