

Transcript: Pearl

Rojas-5559406033846272-4944965881774080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who the hell was I just speaking with? Hey, this is Cody Todd. And how can I as- Ma'am? How can I assist you? Well, I got a text message saying that there was a... After 30 days of my first paycheck that I'll be opted into a, uh, health insurance. Okay. Yeah, I don't want that. Okay, what's the name of the staffing agency you work for? WorkSmart. And the last four digits of your social? Uh, 7695. All right. And if you can just confirm your address and date of birth. My address? Yes. 1805 Elmer Road, 02/10/2004. Okay. What's the city and state? Greenwood, South Carolina. All right. And I have your phone number as 864-910-6946. Yes, ma'am. I have your lee.todd@icloud.com. Yes, ma'am. All right. And you said you're declining benefits today, correct? Yes, ma'am. All right. I want to hit I got you opted out. Is there anything else I can assist you with? No, ma'am. I appreciate it. Thanks for calling. You 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 a Card. My name is Pearl. Who the hell was I just speaking with?

Speaker speaker_2: Hey, this is Cody Todd.

Speaker speaker_1: And how can I as-

Speaker speaker_2: Ma'am?

Speaker speaker_1: How can I assist you?

Speaker speaker_2: Well, I got a text message saying that there was a... After 30 days of my first paycheck that I'll be opted into a, uh, health insurance.

Speaker speaker_1: Okay.

Speaker speaker_2: Yeah, I don't want that.

Speaker speaker_1: Okay, what's the name of the staffing agency you work for?

Speaker speaker_2: WorkSmart.

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

Speaker speaker_2: Uh, 7695.

Speaker speaker_1: All righty. And if you can just confirm your address and date of birth.

Speaker speaker_2: My address?

Speaker speaker_1: Yes.

Speaker speaker_2: 1805 Elmer Road, 02/10/2004.

Speaker speaker_1: Okay. What's the city and state?

Speaker speaker_2: Greenwood, South Carolina.

Speaker speaker_1: All righty. And I have your phone number as 864-910-6946.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I have your

Speaker speaker_3: lee.todd@icloud.com.

Speaker speaker_2: Yes, ma'am.

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

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. I want to hit I got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: No, ma'am. I appreciate it.

Speaker speaker_1: Thanks for calling. You have a great day.

Speaker speaker_2: You too.