

Transcript: Pearl

Rojas-5953570418507776-4861364211335168

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 Hood. How may I help, who am I speaking with? How are you doing, Ms. Pearl? My name is John Lewis and I was, um, working with Serge. I just seen a little text message saying that I'll be enrolled within the next 30 days and I didn't need the insurance, no one at all, I didn't want it. Okay. What are the last four digits of your social? 5755. All righty. And repeat your name for me? John Lewis. All righty. Now if you can confirm your address and date of birth. Uh, July the 13th, 2006. 1102 County Road 174 Opelika Road. Okay. And the state? Alabama. All righty. And I have your phone number as 251-238-7057? Yes, ma'am. I have your email address as- lamarcus- At gmail? Yes, ma'am. All righty. So we're opting out today, correct? Yes, ma'am. I don't want it. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? No, ma'am. That's it. I just don't want the insurance. All righty. Thank you so much for calling. Have a good day. Thank you, ma'am.

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 Hood. How may I help, who am I speaking with?

Speaker speaker_2: How are you doing, Ms. Pearl? My name is John Lewis and I was, um, working with Serge. I just seen a little text message saying that I'll be enrolled within the next 30 days and I didn't need the insurance, no one at all, I didn't want it.

Speaker speaker_1: Okay. What are the last four digits of your social?

Speaker speaker_2: 5755.

Speaker speaker_1: All righty. And repeat your name for me?

Speaker speaker_2: John Lewis.

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

Speaker speaker_2: Uh, July the 13th, 2006. 1102 County Road 174 Opelika Road.

Speaker speaker_1: Okay. And the state?

Speaker speaker_2: Alabama.

Speaker speaker_1: All righty. And I have your phone number as 251-238-7057?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: I have your email address as-

Speaker speaker_2: lamarcus-

Speaker speaker_1: At gmail?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All righty. So we're opting out today, correct?

Speaker speaker_2: Yes, ma'am. I don't want it.

Speaker speaker_1: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: No, ma'am. That's it. I just don't want the insurance.

Speaker speaker_1: All righty. Thank you so much for calling. Have a good day.

Speaker speaker_2: Thank you, ma'am.