

## Transcript: Pearl

**Rojas-6086052573528064-4844832459243520**

### Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with? Hi, this is Nailin Palomo calling. I'm just calling to opt out of my, uh, the benefits that are, like, automatic. Okay. What is the name of the staffing agency you work for? It's going to be Carson Staffing. And the last four digits of your Social? It's 1099. Okay, 1099. Okay, thank you. And how long have you been working with that company? I just started, uh, last Wednesday. And you said the last four of your Social is 1099? Yes. Okay, so the, um, the... So it looks like they haven't sent us over your information yet, so we can do one of two things. I can create you an account today, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until your staffing agency send over the information, um, to get you declined. They give you up until the date of your first paycheck to do so. It's just however you prefer. Um, well, I, I called last week, and they told me that I should be good to call this Wednesday. But if my information's still not over, I can just go ahead and give you my full information, so it could be... I could already process it as, process it, process it as opt out. Okay. What is your full Social? It's 63196 1099. Okay. Repeat your name for me. It's Nailin Palomo Garcia. My first name is spelled N-A-I-L-I-N and last name Palomo Garcia. Palomo is spelled P-A-L-O-M-O, and Garcia, G-A-R-C-I-A. All right. And what is your address? My address is 10707 Leawood. Leawood is spelled L-E-A-W-O-O-D, and it's Boulevard. And it's in Houston, Texas 77099. And your date of birth? It's 06/07/1999. Got it. And your phone number? It's 832-447-5614. All right. And you said we're opting out today, correct? Yes, opting out of the, um, m- benefits. Yeah, the, uh, insurance benefits. All right. All right. ... went in and got you opted out. Is there anything else I need to assist you with today? No, that, that was all for today. All right, thank you. ... go. Thank you so much. You have a good day, too. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who do I have the pleasure of speaking with?

Speaker speaker\_1: Hi, this is Nailin Palomo calling. I'm just calling to opt out of my, uh, the benefits that are, like, automatic.

Speaker speaker\_0: Okay. What is the name of the staffing agency you work for?

Speaker speaker\_1: It's going to be Carson Staffing.

Speaker speaker\_0: And the last four digits of your Social?

Speaker speaker\_1: It's 1099.

Speaker speaker\_0: Okay, 1099.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: And how long have you been working with that company?

Speaker speaker\_1: I just started, uh, last Wednesday.

Speaker speaker\_0: And you said the last four of your Social is 1099?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, so the, um, the... So it looks like they haven't sent us over your information yet, so we can do one of two things. I can create you an account today, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until your staffing agency send over the information, um, to get you declined. They give you up until the date of your first paycheck to do so. It's just however you prefer.

Speaker speaker\_1: Um, well, I, I called last week, and they told me that I should be good to call this Wednesday. But if my information's still not over, I can just go ahead and give you my full information, so it could be... I could already process it as, process it, process it as opt out.

Speaker speaker\_0: Okay. What is your full Social?

Speaker speaker\_1: It's 63196 1099.

Speaker speaker\_0: Okay. Repeat your name for me.

Speaker speaker\_1: It's Nailin Palomo Garcia. My first name is spelled N-A-I-L-I-N and last name Palomo Garcia. Palomo is spelled P-A-L-O-M-O, and Garcia, G-A-R-C-I-A.

Speaker speaker\_0: All right. And what is your address?

Speaker speaker\_1: My address is 10707 Leawood. Leawood is spelled L-E-A-W-O-O-D, and it's Boulevard. And it's in Houston, Texas 77099.

Speaker speaker\_0: And your date of birth?

Speaker speaker\_1: It's 06/07/1999.

Speaker speaker\_0: Got it. And your phone number?

Speaker speaker\_1: It's 832-447-5614.

Speaker speaker\_0: All righty. And you said we're opting out today, correct?

Speaker speaker\_1: Yes, opting out of the, um, m- benefits. Yeah, the, uh, insurance benefits.

Speaker speaker\_0: All righty. All righty. ... went in and got you opted out. Is there anything else I need to assist you with today?

Speaker speaker\_1: No, that, that was all for today.

Speaker speaker\_0: All right, thank you. ... go.

Speaker speaker\_1: Thank you so much. You have a good day, too. Bye.

Speaker speaker\_0: Bye.