

Transcript: Pearl

Rojas-6147084213862400-5138673003184128

Full Transcript

Good morning. Thank you for calling Benefits in the Card. My name is Pearl. Who did I say was going to speak with me? Yes, hi. My name is Rosalind Roman. And how can I assist you? Yes, hi. I got hired by, um, Clerical Staffing. Um, I wanted to opt out of the medical. Uh, they advised me to call you guys, um, to opt out. Okay. And what are the last four digits of your Social? 1355. I'm sorry, what was that? 1355. All right. I need you to verify your address and date of birth. Sure. So I'm going to give you two addresses. I'm not too sure which one you may have on file. First one is going to be 175-2188th Avenue, Apartment 4H as in Henry, Jamaica, New York, 11432. Or it could be- That's the one we have. Okay, okay. And then date of birth is 11/12/1991. All righty. And we don't have a phone number on file. Can you provide one for me? Sure. So that's going to be 347-724-5870. All right. I need to have your email address as your first name gr at gmail.com. Correct. And you said you wanted to opt out of benefits today, correct? Correct. All righty. Well, I went ahead and got you opted out. Is there anything else I can assist you with? That's all. Thank you so much. Thank you so much for calling. You have a great day. Same to you. Bye now. Bye. Bye.

Conversation Format

Speaker speaker_0: Good morning. Thank you for calling Benefits in the Card. My name is Pearl. Who did I say was going to speak with me?

Speaker speaker_1: Yes, hi. My name is Rosalind Roman.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yes, hi. I got hired by, um, Clerical Staffing. Um, I wanted to opt out of the medical. Uh, they advised me to call you guys, um, to opt out.

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

Speaker speaker_1: 1355.

Speaker speaker_0: I'm sorry, what was that?

Speaker speaker_1: 1355.

Speaker speaker_0: All right. I need you to verify your address and date of birth.

Speaker speaker_1: Sure. So I'm going to give you two addresses. I'm not too sure which one you may have on file. First one is going to be 175-2188th Avenue, Apartment 4H as in Henry,

Jamaica, New York, 11432. Or it could be-

Speaker speaker_0: That's the one we have.

Speaker speaker_1: Okay, okay. And then date of birth is 11/12/1991.

Speaker speaker_0: All righty. And we don't have a phone number on file. Can you provide one for me?

Speaker speaker_1: Sure. So that's going to be 347-724-5870.

Speaker speaker_0: All right. I need to have your email address as your first name gr at gmail.com.

Speaker speaker_1: Correct.

Speaker speaker_0: And you said you wanted to opt out of benefits today, correct?

Speaker speaker_1: Correct.

Speaker speaker_0: All righty. Well, I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: That's all. Thank you so much.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Same to you. Bye now.

Speaker speaker_0: Bye.

Speaker speaker_1: Bye.