

## Transcript: Pearl

**Rojas-6209817246908416-4856493478199296**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits card. My name is Pearl. Who the hell does that show speaking with? Um, this is Billie Acord. And how can I assist you? Um, I was at Surge, uh, Friday and could, um, because I'm going to, I'm working at Craft Foods and, um, I don't, I was calling to, uh, I don't need the insurance for the Surge. I have my own insurance. Okay. And what are the last four digits of your social? Uh, 0717. All right. And repeat your name for me. Uh, Billie Acord. I'm not showing a name, an account with that name. Um, how long have you been working with Surge? Huh? You said you had just, um, you started working with them Friday? Yeah, I went Friday at Surge in Zanesville. Okay. So they haven't sent us over your information yet, so we can do one of two things. I can create you an account. I will need your full social name, address, date of birth, phone number, email, all that information and get you declined today. Okay. Or we can wait until Surge sends over your information. You, they do give you 30 days from your first paycheck to do the declination. I just, it's however you prefer. Um, I can give you my information. All right. And bear with me. And what is your full social? Uh, 295-60-0717. And you said Billy Acord? Yes. B-I-L-L-I-E A-C-O-R-D. Okay. And your address? 361 South 10th Street. 10th Street, like the number? Yeah, number 10. Yeah. Okay. The city, state and zip code. Uh, Coshocton, Ohio. 43812. Okay. And your date of birth? 08/01/77. All righty. Bear with me one moment. Sorry about that. Give me one moment. No, you're fine. All righty. And your phone number? Uh, 740-202-1262. All righty. And your email address? It's capital G-R-A-N-G-R-A-N-N1977@gmail. Excuse me. And you said we're declining benefits today, correct? Yes, yes. All righty. I want to have, let you opt it out. Is there anything else I can assist you with? Nope, that's it. Thank you so much 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 morning. Thank you for calling Benefits card. My name is Pearl. Who the hell does that show speaking with?

Speaker speaker\_2: Um, this is Billie Acord.

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: Um, I was at Surge, uh, Friday and could, um, because I'm going to, I'm working at Craft Foods and, um, I don't, I was calling to, uh, I don't need the insurance for the

Surge. I have my own insurance.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: Uh, 0717.

Speaker speaker\_1: All right. And repeat your name for me.

Speaker speaker\_2: Uh, Billie Acord.

Speaker speaker\_1: I'm not showing a name, an account with that name. Um, how long have you been working with Surge?

Speaker speaker\_2: Huh?

Speaker speaker\_1: You said you had just, um, you started working with them Friday?

Speaker speaker\_2: Yeah, I went Friday at Surge in Zanesville.

Speaker speaker\_1: Okay. So they haven't sent us over your information yet, so we can do one of two things. I can create you an account. I will need your full social name, address, date of birth, phone number, email, all that information and get you declined today.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Or we can wait until Surge sends over your information. You, they do give you 30 days from your first paycheck to do the declination. I just, it's however you prefer.

Speaker speaker\_2: Um, I can give you my information.

Speaker speaker\_1: All right. And bear with me. And what is your full social?

Speaker speaker\_2: Uh, 295-60-0717.

Speaker speaker\_1: And you said Billy Acord?

Speaker speaker\_2: Yes. B-I-L-L-I-E A-C-O-R-D.

Speaker speaker\_1: Okay. And your address?

Speaker speaker\_2: 361 South 10th Street.

Speaker speaker\_1: 10th Street, like the number?

Speaker speaker\_2: Yeah, number 10. Yeah.

Speaker speaker\_1: Okay. The city, state and zip code.

Speaker speaker\_2: Uh, Coshocton, Ohio. 43812.

Speaker speaker\_1: Okay. And your date of birth?

Speaker speaker\_2: 08/01/77.

Speaker speaker\_1: All righty. Bear with me one moment. Sorry about that. Give me one moment.

Speaker speaker\_2: No, you're fine.

Speaker speaker\_1: All righty. And your phone number?

Speaker speaker\_2: Uh, 740-202-1262.

Speaker speaker\_1: All righty. And your email address?

Speaker speaker\_2: It's capital G-R-A-N-G-R-A-N-N1977@gmail. Excuse me.

Speaker speaker\_1: And you said we're declining benefits today, correct?

Speaker speaker\_2: Yes, yes.

Speaker speaker\_1: All righty. I want to have, let you opt it out. Is there anything else I can assist you with?

Speaker speaker\_2: Nope, that's it.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: You too.