

Transcript: Pearl

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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 can I have the pleasure of speaking with? Uh, yes, my name is Zachary Osborne. And how can I assist you, Mr. Osborne? Um, I, uh, I got a, a, a job through the temp service at Surge. And they told me that if I didn't want these Benefits in a Card, to call and cancel it. And that's what I wanted to do. All righty. And what are the last four digits of your social? 6439. 6439? Yes. All righty. Give me one moment. And how long have you been working with Surge? Uh, just a week. Okay, so it looks like they haven't sent us over your information yet. You said your name was Zach, is, is Zachary Osborne? Yes. Okay, so it looks like they haven't sent us over your information yet. Um, so we can do one of two things. I can either create you an account. I will need, we will need your full social, name, address, date of birth, phone number, um, and get you all set up today. Or we can wait until they send us over your information, um, and decline you then. I'm just not sure when they would do that since we're not part of the staffing agency. Um, okay, so what, what would I do? Just wait until they... I don't, I don't, I'm confused. Um, so if I don't have it, I don't need to cancel it, right? No, so Surge has a auto-enrollment program. If you don't call to decline, they automatically enroll you after 30 days. So you could either call back maybe the end of next week and see if the information is here already or we can create your account. But like I said, I'll need all of your information, your full social and your information to make you an account. Okay, I'll just keep calling and, and I'll cancel it whenever it's enrolled. All righty. 'Cause I, I, I'm at, I have to, I have to go in to work right now. All right, thank you. No problem. You have a great day.

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 can I have the pleasure of speaking with?

Speaker speaker_2: Uh, yes, my name is Zachary Osborne.

Speaker speaker_1: And how can I assist you, Mr. Osborne?

Speaker speaker_2: Um, I, uh, I got a, a, a job through the temp service at Surge. And they told me that if I didn't want these Benefits in a Card, to call and cancel it. And that's what I wanted to do.

Speaker speaker_1: All righty. And what are the last four digits of your social?

Speaker speaker_2: 6439.

Speaker speaker_1: 6439?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Give me one moment. And how long have you been working with Surge?

Speaker speaker_2: Uh, just a week.

Speaker speaker_1: Okay, so it looks like they haven't sent us over your information yet. You said your name was Zach, is, is Zachary Osborne?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay, so it looks like they haven't sent us over your information yet. Um, so we can do one of two things. I can either create you an account. I will need, we will need your full social, name, address, date of birth, phone number, um, and get you all set up today. Or we can wait until they send us over your information, um, and decline you then. I'm just not sure when they would do that since we're not part of the staffing agency.

Speaker speaker_2: Um, okay, so what, what would I do? Just wait until they... I don't, I don't, I'm confused. Um, so if I don't have it, I don't need to cancel it, right?

Speaker speaker_1: No, so Surge has a auto-enrollment program. If you don't call to decline, they automatically enroll you after 30 days. So you could either call back maybe the end of next week and see if the information is here already or we can create your account. But like I said, I'll need all of your information, your full social and your information to make you an account.

Speaker speaker_2: Okay, I'll just keep calling and, and I'll cancel it whenever it's enrolled.

Speaker speaker_1: All righty.

Speaker speaker_2: 'Cause I, I, I'm at, I have to, I have to go in to work right now. All right, thank you.

Speaker speaker_1: No problem. You have a great day.