

Transcript: Pearl

Rojas-6680440639897600-5971550046568448

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I assist you? Hello, my name is Alphonso Leary. And how can I assist you? Yes. Uh, uh, I just, um, was hired by, um, Wagner Staffing and I got, uh, ... after my, after my, um, third or fourth paycheck that y'all would be deducting insurance outta my, uh, payroll. Uh, I would like to cancel, cancel this insurance 'cause, uh, I already have insurance. Okay. What are the last four digits of your social? 1934. Okay. And repeat your name for me. Alphonso Leary. 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, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until Wagner sends over your information. They do give you 30 days from the day of your first paycheck to decline. Um, it's just however you prefer. Okay. Okay. Yeah, yeah, yeah. All right. Well, let me, let me just call you back. Thank you. All right. Yeah, 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: Good morning. Thank you for calling Benefits in a Card. My name is Pearl, who can I assist you?

Speaker speaker_2: Hello, my name is Alphonso Leary.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Yes. Uh, uh, I just, um, was hired by, um, Wagner Staffing and I got, uh, ... after my, after my, um, third or fourth paycheck that y'all would be deducting insurance outta my, uh, payroll. Uh, I would like to cancel, cancel this insurance 'cause, uh, I already have insurance.

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

Speaker speaker_2: 1934.

Speaker speaker_1: Okay. And repeat your name for me.

Speaker speaker_2: Alphonso Leary.

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, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until Wagner sends over your information. They do give you 30 days from the day of your first paycheck to decline. Um, it's just however you prefer.

Speaker speaker_2: Okay. Okay. Yeah, yeah, yeah. All right. Well, let me, let me just call you back. Thank you.

Speaker speaker_1: All right. Yeah, you have a great day.

Speaker speaker_2: You too.