

Transcript: Sara

Marulanda-5724327634485248-5271863533715456

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. Thank you for calling Benefits in a Card. My name is Sarah. Who do I'm speaking with? Uh, my name is Jordan. Um- Hello, Mr. Jordan. I had- I had got... Hi, how you doing? Um, I had got a text with this number about, um, the benefits and stuff. I work with Surge, uh, Temp Agency in New Albany. Surge Temp Agency? I was just- Okay. I was just trying to opt out of this, uh- Okay, sure. ... of the services. Let me help you with that and may I have, please- Okay. ... the last four digits of your Social Security number? All right. It's, uh, 5678. Thank you very much. Mr. Jordan Pilgrim? Yes. And, uh, just for security purposes, sir, can you please verify your address and date of birth? It's 1140 Highway 341, and my date of birth is January 9th, 1996. And what city are you located at? What, uh, what local? The city. What city are you in? Oh, Pontotoc. Oh, Pontotoc. Pontotoc, uh, Mississippi. Thank you. 38863. Yes. Thank you, sir. And is your email- Yeah, yeah. ... jordanpilgrim77@gmail.com? Yes, correct. And is your phone number 662-863-2393? Yes. Thank you very much. Okay. Well, you don't need to decline enrollment because you will be out-enrolled just if you was a new hire, but you was with the company on the 22th. Well, it- it had said... Well, it did say, it said in- I have 30 days to opt out or something like that. Okay, I will do that for you. So I was just trying to make sure... Yeah, I was just trying to make sure I wasn't going to get any surprise deductions from my paycheck, is what I was trying to say. It's okay. Yeah. I already declined your enrollment. Yeah. There's no problem. Okay, cool. Yeah. All right. Yeah, that's- that's all I wanted. All righty. Yeah. All righty. So, you have been declined. There won't- there won't be any deductions- Okay. ... from our end for healthcare coverage. Okay, cool. O- other than that, Mr. Pilgrim, is there anything else that I can help you with? No, that's- that's perfect. All righty, sir. So thank you for calling Benefits in a Card. Have a wonderful day. I appreciate it. You too. Bye. You're more than welcome, sir. Mm-hmm. Bye-bye.

Conversation Format

Speaker None: Your call may be monitored or recorded for quality assurance purposes. Hello? Hi. Thank you for calling Benefits in a Card. My name is Sarah. Who do I'm speaking with? Uh, my name is Jordan. Um- Hello, Mr. Jordan. I had- I had got... Hi, how you doing? Um, I had got a text with this number about, um, the benefits and stuff. I work with Surge, uh, Temp Agency in New Albany. Surge Temp Agency? I was just- Okay. I was just trying to opt out of this, uh- Okay, sure. ... of the services. Let me help you with that and may I have, please- Okay. ... the last four digits of your Social Security number? All right. It's, uh, 5678. Thank you very much. Mr. Jordan Pilgrim? Yes. And, uh, just for security purposes, sir, can

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