

Transcript: Estefania

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Full Transcript

This call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you? I'm with Surge, through Surge for Utaca. And I just wanted to call and let y'all know that I did not want to take out no benefits right now. Okay. Um, you said you're with Surge and what is the last four of your social? It's 9676. And then your first and last name? Janet Campbell. How long have you been with them? Uh, I just started Monday. Well, I went through my orientation, started Monday. Gotcha. So, we still haven't received your file, because I'm not finding you. Um, either you can do two things. Mm-hmm. Either I can go ahead and create your file. For that, I do need your full social, address, and all that, your information, and I can go ahead and opt you out. Or if you don't feel comfortable doing that- Mm-hmm. ... you're welcome to call throughout the week to see if we have received it already. No, I can go ahead and give y'all the information you need. Just tell me what you need. Okay. All right. It says you're with Surge, and then I need your full social. Okay. It's 417-06-9676. And then you said your first name was Janet Campbell? Janet, J-A-N-E-T. And last name is C-A-M-P-B-E-L-L. Okay. Okay, thank you. And then I do need your address. Okay. We're gonna do my post office box where my mail goes to, so it's Post Office Box 1973, Cullman, C-U-L-L-M-A-N, Alabama 35056. For Coleman, did you say C-U-L-L-M-A-N or C-O-L-E-M-A-N? The first one, the first one. C-U-L-L-M-A-N. Okay, thank you. Yes, ma'am. And then what's your date of birth? 8/16/1970. And then would you like to provide a email address? I can. It's pam, P-A-M, anderson, A-N-D-E-R-S-O-N 251@gmail.com. Okay. And then is this a good phone number, the 256-727-3287? Yes, ma'am. And then due to the fact that the call's being recorded, you stated you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct? Yes, ma'am. Okay. I went ahead and proceeded with your declamation. Did you have any questions for me? You have been opted out. No, ma'am. That's it. All right. Well, thank you for calling. I hope you have a great day. Thanks, you too, ma'am. Okay. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: This call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefit Center Card. My name is Stephanie. How can I assist you?

Speaker speaker_2: I'm with Surge, through Surge for Utaca. And I just wanted to call and let y'all know that I did not want to take out no benefits right now.

Speaker speaker_1: Okay. Um, you said you're with Surge and what is the last four of your social?

Speaker speaker_2: It's 9676.

Speaker speaker_1: And then your first and last name?

Speaker speaker_2: Janet Campbell.

Speaker speaker_1: How long have you been with them?

Speaker speaker_2: Uh, I just started Monday. Well, I went through my orientation, started Monday.

Speaker speaker_1: Gotcha. So, we still haven't received your file, because I'm not finding you. Um, either you can do two things.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Either I can go ahead and create your file. For that, I do need your full social, address, and all that, your information, and I can go ahead and opt you out. Or if you don't feel comfortable doing that-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... you're welcome to call throughout the week to see if we have received it already.

Speaker speaker_2: No, I can go ahead and give y'all the information you need. Just tell me what you need.

Speaker speaker_1: Okay. All right. It says you're with Surge, and then I need your full social.

Speaker speaker_2: Okay. It's 417-06-9676.

Speaker speaker_1: And then you said your first name was Janet Campbell?

Speaker speaker_2: Janet, J-A-N-E-T. And last name is C-A-M-P-B-E-L-L.

Speaker speaker_1: Okay. Okay, thank you. And then I do need your address.

Speaker speaker_2: Okay. We're gonna do my post office box where my mail goes to, so it's Post Office Box 1973, Cullman, C-U-L-L-M-A-N, Alabama 35056.

Speaker speaker_1: For Coleman, did you say C-U-L-L-M-A-N or C-O-L-E-M-A-N?

Speaker speaker_2: The first one, the first one. C-U-L-L-M-A-N.

Speaker speaker_1: Okay, thank you.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then what's your date of birth?

Speaker speaker_2: 8/16/1970.

Speaker speaker_1: And then would you like to provide a email address?

Speaker speaker_2: I can. It's pam, P-A-M, anderson, A-N-D-E-R-S-O-N 251@gmail.com.

Speaker speaker_1: Okay. And then is this a good phone number, the 256-727-3287?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And then due to the fact that the call's being recorded, you stated you wanted to opt out from receiving any benefits through Surge Staffing. Is that correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. I went ahead and proceeded with your declamation. Did you have any questions for me? You have been opted out.

Speaker speaker_2: No, ma'am. That's it.

Speaker speaker_1: All right. Well, thank you for calling. I hope you have a great day.

Speaker speaker_2: Thanks, you too, ma'am.

Speaker speaker_1: Okay. Thank you.

Speaker speaker_2: Bye-bye.