

Transcript: Pearl

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Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with. Uh, Rodney Moody. And how can I assist you? Uh, I signed up with, uh, Surge yesterday. Mm-hmm. And this is the number they give me to opt out of the insurance. They said I had to opt out on the phone to not have it. Okay. If they just, if you just applied today, your ci-information's not gonna be in the system yet. Um, so we can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number, and we can get you opted out today or can wait until Surge sends over the information. They do give you 30 days after your first paycheck to decline the coverage. It's just however you prefer. Oh, let's just opt out today and get it over with. Okay. And what is your full social? 428-37-4652. All righty. And you said your name is Rodney Moody, correct? Yes, ma'am. M-O-O-D-Y. And your address? Uh, 1123 Wise Bend Road, Pontotoc, Mississippi, 38863. And what is your date of birth? 11/14/1965. Okay. And a good contact number? Uh, 662-419-2291. Okay. And you said we're opting out today, correct? Ma'am? You said we're opting out today, correct? Yes, ma'am. I don't want their, the insurance they offer. None of it. The lady yesterday said I had to call this number or it would automatically opt in or something. Yes, sir. After three days of receiving your first paycheck, you are opted in if you don't decline. Okay. Well, I'm opting out. All righty. Well, then you got your opt out. Is there anything else I can assist you with? Oh, is that it? If that's it, thank you very much. No problem. Thank you so much for calling. You have a great day. And I am opted out. I will not get this insurance at all. Correct. Okay. Thank you. Bye-bye. No problem. Have a good day.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl speaking with.

Speaker speaker_1: Uh, Rodney Moody.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I signed up with, uh, Surge yesterday.

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: And this is the number they give me to opt out of the insurance. They said I had to opt out on the phone to not have it.

Speaker speaker_0: Okay. If they just, if you just applied today, your ci- information's not gonna be in the system yet. Um, so we can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number, and we can get you opted out today or can wait until Surge sends over the information. They do give you 30 days after your first paycheck to decline the coverage. It's just however you prefer.

Speaker speaker_1: Oh, let's just opt out today and get it over with.

Speaker speaker_0: Okay. And what is your full social?

Speaker speaker_1: 428-37-4652.

Speaker speaker_0: All righty. And you said your name is Rodney Moody, correct?

Speaker speaker_1: Yes, ma'am. M-O-O-D-Y.

Speaker speaker_0: And your address?

Speaker speaker_1: Uh, 1123 Wise Bend Road, Pontotoc, Mississippi, 38863.

Speaker speaker_0: And what is your date of birth?

Speaker speaker_1: 11/14/1965.

Speaker speaker_0: Okay. And a good contact number?

Speaker speaker_1: Uh, 662-419-2291.

Speaker speaker_0: Okay. And you said we're opting out today, correct?

Speaker speaker_1: Ma'am?

Speaker speaker_0: You said we're opting out today, correct?

Speaker speaker_1: Yes, ma'am. I don't want their, the insurance they offer. None of it. The lady yesterday said I had to call this number or it would automatically opt in or something.

Speaker speaker_0: Yes, sir. After three days of receiving your first paycheck, you are opted in if you don't decline.

Speaker speaker_1: Okay. Well, I'm opting out.

Speaker speaker_0: All righty. Well, then you got your opt out. Is there anything else I can assist you with?

Speaker speaker_1: Oh, is that it? If that's it, thank you very much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: And I am opted out. I will not get this insurance at all.

Speaker speaker_0: Correct.

Speaker speaker_1: Okay. Thank you. Bye-bye.

Speaker speaker_0: No problem. Have a good day.