

Transcript: Pearl

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Full Transcript

Hey, good morning. Thank you for calling Benefits and a Card. My name is Pearl, and who do I have the pleasure of speaking with? Nicole Herron. And how can I assist you, Ms. Herron? Um, I don't know. I was given this number. I just want to opt out of the benefit thing. Okay. I can definitely assist you with that. What's the name of the staff agency you work for? Um, Surge. And the last four digits of your social? Three, two, two, two. All righty. Give me one moment. Uh-huh. And I need you to verify your age at the date of birth. 08/09/78. And your address? 412 2nd Avenue. Okay. Did you put a different address on file? Do what? Did you happen to put a different address on file? 410 2nd Avenue. I have a different one still. What? Or if you like, you can provide it with your full social and we can change the address, but there is a different one on file. Yeah, I'm not even for sure what address I put on there. Um, I just got back from Tennessee, so I'm, I'm not even for sure. I thought I put my daughter's, but maybe not. Um, okay. It's two-nine, my social is too nine eight, seven six, three, two, two, two. Okay. And would you like to put the 410 2nd Avenue or the 412? 412. And what's the city and state there? What address, can you tell me what address did I put on there? I can't unfortunately. Um- Oh, I bet you it's, is it Miami Street? No. It's probably, I didn't even update it. Okay, but anyways, yeah, 412 2nd Avenue is fine. And what's the city and state? Do what? The city and state. Oh, Sidney, Ohio. Okay. And I have your phone number as a 419-6197? No. Yeah. So this is my old, old, old profile, so I guess. What's your phone number again? 937-622-2746. All right. And I have your email address as nicoleherron30@yahoo.com? Nope, I need to change that, too. And so what's your email? Let me see. Um, hold o- give me one second. I have to look and see what's, what's- Okay, no problem. Um, oh, that's okay. Oh, come on. Um, it is Nicole Herron 803... So N-I-C-O-L-E-H-E-R-R-O-N 803@gmail. @gmail, okay. And you say we're opting out of Benefits City, correct? I'm opting out, yes. All righty. All righty. We're then go, I went ahead and opted you out of Benefits City. Is there anything else I can assist you with? Nope, that's it. Thank you so much for calling. You have a great day. Yeah, you too. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hey, good morning. Thank you for calling Benefits and a Card. My name is Pearl, and who do I have the pleasure of speaking with?

Speaker speaker_1: Nicole Herron.

Speaker speaker_0: And how can I assist you, Ms. Herron?

Speaker speaker_1: Um, I don't know. I was given this number. I just want to opt out of the benefit thing.

Speaker speaker_0: Okay. I can definitely assist you with that. What's the name of the staff agency you work for?

Speaker speaker_1: Um, Surge.

Speaker speaker_0: And the last four digits of your social?

Speaker speaker_1: Three, two, two, two.

Speaker speaker_0: All righty. Give me one moment.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: And I need you to verify your age at the date of birth.

Speaker speaker_1: 08/09/78.

Speaker speaker_0: And your address?

Speaker speaker_1: 412 2nd Avenue.

Speaker speaker_0: Okay. Did you put a different address on file?

Speaker speaker_1: Do what?

Speaker speaker_0: Did you happen to put a different address on file?

Speaker speaker_1: 410 2nd Avenue.

Speaker speaker_0: I have a different one still.

Speaker speaker_1: What?

Speaker speaker_0: Or if you like, you can provide it with your full social and we can change the address, but there is a different one on file.

Speaker speaker_1: Yeah, I'm not even for sure what address I put on there. Um, I just got back from Tennessee, so I'm, I'm not even for sure. I thought I put my daughter's, but maybe not. Um, okay. It's two-nine, my social is too nine eight, seven six, three, two, two, two.

Speaker speaker_0: Okay. And would you like to put the 410 2nd Avenue or the 412?

Speaker speaker_1: 412.

Speaker speaker_0: And what's the city and state there?

Speaker speaker_1: What address, can you tell me what address did I put on there?

Speaker speaker_0: I can't unfortunately. Um-

Speaker speaker_1: Oh, I bet you it's, is it Miami Street?

Speaker speaker_0: No.

Speaker speaker_1: It's probably, I didn't even update it. Okay, but anyways, yeah, 412 2nd Avenue is fine.

Speaker speaker_0: And what's the city and state?

Speaker speaker_1: Do what?

Speaker speaker_0: The city and state.

Speaker speaker_1: Oh, Sidney, Ohio.

Speaker speaker_0: Okay. And I have your phone number as a 419-6197?

Speaker speaker_1: No. Yeah. So this is my old, old, old profile, so I guess.

Speaker speaker_0: What's your phone number again?

Speaker speaker_1: 937-622-2746.

Speaker speaker_0: All right. And I have your email address as nicoleherron30@yahoo.com?

Speaker speaker_1: Nope, I need to change that, too.

Speaker speaker_0: And so what's your email?

Speaker speaker_1: Let me see. Um, hold o- give me one second. I have to look and see what's, what's-

Speaker speaker_0: Okay, no problem.

Speaker speaker_1: Um, oh, that's okay. Oh, come on. Um, it is Nicole Herron 803... So N-I-C-O-L-E-H-E-R-R-O-N 803@gmail.

Speaker speaker_0: @gmail, okay. And you say we're opting out of Benefits City, correct?

Speaker speaker_1: I'm opting out, yes.

Speaker speaker_0: All righty. All righty. We're then go, I went ahead and opted you out of Benefits City. Is there anything else I can assist you with?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: Yeah, you too. Bye-bye.

Speaker speaker_0: Bye.