

## Transcript: Pearl

**Rojas-4597016628609024-5214892637077504**

### Full Transcript

Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl ■ This is Daisy Nolasco. And how can I assist you? Um, I'm calling because I got a message, um, regarding... Um, do I have to pay for this benefit or anything? Um, what d- so yes. The- their healthcare benefit and their deductible need to be checked every week. Okay. Um, how do I opt out of it? Okay. What d- so what agency do you work for? I work for Surge. Okay. And the last four digits of your social? 7821. Okay. And if you can verify your address and date of birth? Um, my date of birth is January 17th, 1993. And the address is it 2504 Broadway Street? Yes. What is the city and state there? Lakeland, Florida. All righty. And I have your phone number as 601-620-3114? Yes. Can I have your email address as daisy1993nola at gmail.com? Yes. All right. And you said you wanted to opt out of benefits today, correct? Yes, I do. All right. I went ahead and got you opted out. Is there anything else I can assist you with? No. That'll be all. All right. Thank you so much for calling. Have a good day. Thank you. Bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi. Good morning. Thank you for calling Benefits and a Card. My name is Pearl ■

Speaker speaker\_2: This is Daisy Nolasco.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_2: Um, I'm calling because I got a message, um, regarding... Um, do I have to pay for this benefit or anything?

Speaker speaker\_0: Um, what d- so yes. The- their healthcare benefit and their deductible need to be checked every week.

Speaker speaker\_2: Okay. Um, how do I opt out of it?

Speaker speaker\_0: Okay. What d- so what agency do you work for?

Speaker speaker\_2: I work for Surge.

Speaker speaker\_0: Okay. And the last four digits of your social?

Speaker speaker\_2: 7821.

Speaker speaker\_0: Okay. And if you can verify your address and date of birth?

Speaker speaker\_2: Um, my date of birth is January 17th, 1993. And the address is it 2504 Broadway Street?

Speaker speaker\_0: Yes. What is the city and state there?

Speaker speaker\_2: Lakeland, Florida.

Speaker speaker\_0: All righty. And I have your phone number as 601-620-3114?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Can I have your email address as daisy1993nola at gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_0: All right. And you said you wanted to opt out of benefits today, correct?

Speaker speaker\_2: Yes, I do.

Speaker speaker\_0: All right. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_2: No. That'll be all.

Speaker speaker\_0: All right. Thank you so much for calling. Have a good day.

Speaker speaker\_2: Thank you.

Speaker speaker\_0: Bye.

Speaker speaker\_2: Bye.