

## Transcript: Pearl

**Rojas-4899307899633664-6461112358846464**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudell, who do I have the pleasure of speaking with? My name is Jenny Hudgins. Um- And how can I assist you? I, I calling because I work for a company called Surge Staffing and- Mm-hmm. ... they use you guys as, um, an insurance company and she said if I didn't want the insurance, that I would need to call you guys and discontinue that. So that's what I'm calling to do today. Mm-hmm. All right, and what are the last four digits of your Social? Um, 7790. All righty, and... Wait one moment. Hm. Repeat your name for me. Jenny Hudgins. Okay, and how long have you been working for Surge? Um, this is my fourth day. Okay. So they haven't sent us all of your information yet, so we can do one of two things. We can wait for Surge to send over the, your information. I'm not sure when that would be. Um, you would just have to give us a call every couple days or maybe twice a week to see if the information has been sent over. They do give you 30 days from your first paycheck to, um, decline the insurance. Or we can create you an account, but I will need your full social name, address, date of birth, phone number, and decline you today. It's just however you prefer. Um, we can do it today, is fine. Um... Okay. And what is your full Social? It's 422-217790. And then Jenny, J-E-N-N-Y? Uh, yes. And then spell your last name for me. Um, H-U-D-G-I-N-S. Okay, and your address? It's 218 Lawrence Cove Road, and that's Eva, Alabama, 35621. Okay, one moment. And what was that state? Alabama. And you said that was Lawrence Cove Road? Yes. Okay, and that's... No, give me one moment. Spell that, spell, uh, the f- Lawrence. L-A-U-R- L, um, L-A-W-R-E-N-C-E. Okay. And your date of birth? 10/5/'83. Okay. And your phone number? It is, um, 760-681-1690. Okay. And you said you're declining coverage today, correct? Yes. All righty. Well, now that you opted out, is there anything else I can assist you with? No, that's all. Thank you so much for calling. You have a great day. Uh-huh, thank you.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Hudell, who do I have the pleasure of speaking with?

Speaker speaker\_2: My name is Jenny Hudgins. Um-

Speaker speaker\_1: And how can I assist you?

Speaker speaker\_2: I, I calling because I work for a company called Surge Staffing and-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_2: ... they use you guys as, um, an insurance company and she said if I didn't want the insurance, that I would need to call you guys and discontinue that. So that's what I'm calling to do today.

Speaker speaker\_1: Mm-hmm. All right, and what are the last four digits of your Social?

Speaker speaker\_2: Um, 7790.

Speaker speaker\_1: All righty, and... Wait one moment. Hm. Repeat your name for me.

Speaker speaker\_2: Jenny Hudgins.

Speaker speaker\_1: Okay, and how long have you been working for Surge?

Speaker speaker\_2: Um, this is my fourth day.

Speaker speaker\_1: Okay. So they haven't sent us all of your information yet, so we can do one of two things. We can wait for Surge to send over the, your information. I'm not sure when that would be. Um, you would just have to give us a call every couple days or maybe twice a week to see if the information has been sent over. They do give you 30 days from your first paycheck to, um, decline the insurance. Or we can create you an account, but I will need your full social name, address, date of birth, phone number, and decline you today. It's just however you prefer.

Speaker speaker\_2: Um, we can do it today, is fine. Um...

Speaker speaker\_1: Okay. And what is your full Social?

Speaker speaker\_2: It's 422-217790.

Speaker speaker\_1: And then Jenny, J-E-N-N-Y?

Speaker speaker\_2: Uh, yes.

Speaker speaker\_1: And then spell your last name for me.

Speaker speaker\_2: Um, H-U-D-G-I-N-S.

Speaker speaker\_1: Okay, and your address?

Speaker speaker\_2: It's 218 Lawrence Cove Road, and that's Eva, Alabama, 35621.

Speaker speaker\_1: Okay, one moment. And what was that state?

Speaker speaker\_2: Alabama.

Speaker speaker\_1: And you said that was Lawrence Cove Road?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay, and that's... No, give me one moment. Spell that, spell, uh, the f-Lawrence. L-A-U-R-

Speaker speaker\_2: L, um, L-A-W-R-E-N-C-E.

Speaker speaker\_1: Okay. And your date of birth?

Speaker speaker\_2: 10/5/'83.

Speaker speaker\_1: Okay. And your phone number?

Speaker speaker\_2: It is, um, 760-681-1690.

Speaker speaker\_1: Okay. And you said you're declining coverage today, correct?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All righty. Well, now that you opted out, is there anything else I can assist you with?

Speaker speaker\_2: No, that's all.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: Uh-huh, thank you.