

Transcript: Pearl

Rojas-4950723735109632-5619951446310912

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I the pleasure of speaking with? Hi, Pearl. This is Tracy Kuznia. And how can I assist you? Um, I'm call- sorry, I'm calling because, um, I just got a text message saying that I was going to be enrolled in a TeleRx program and I already have health insurance and prescriptions are covered, so I don't need to be enrolled in that. Okay. And what's the name of the staffing agency you work for? Surge. Surge. And the last four digits of your social? 1212. Okay. And how long have you been working with Surge? It's been three weeks. Okay, give me one moment. Ready, and your address and date of birth? 1237 East Georgia Avenue, Phoenix, Arizona 85014, and my date of birth is 3/20/85. Okay, do you have your phone number 602-775-3273? Yep. You got it. Can I have your email address as tracychemist@gmail.com? Yep. Right. And you said you wanted to decline coverage, correct? Yes. All righty. Well then, I got you opted out. Is there anything else I can assist you with? No. Thank you so much. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who may I the pleasure of speaking with?

Speaker speaker_1: Hi, Pearl. This is Tracy Kuznia.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'm call- sorry, I'm calling because, um, I just got a text message saying that I was going to be enrolled in a TeleRx program and I already have health insurance and prescriptions are covered, so I don't need to be enrolled in that.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Surge.

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

Speaker speaker_1: 1212.

Speaker speaker_0: Okay. And how long have you been working with Surge?

Speaker speaker_1: It's been three weeks.

Speaker speaker_0: Okay, give me one moment. Ready, and your address and date of birth?

Speaker speaker_1: 1237 East Georgia Avenue, Phoenix, Arizona 85014, and my date of birth is 3/20/85.

Speaker speaker_0: Okay, do you have your phone number 602-775-3273?

Speaker speaker_1: Yep. You got it.

Speaker speaker_0: Can I have your email address as tracychemist@gmail.com?

Speaker speaker_1: Yep.

Speaker speaker_0: Right. And you said you wanted to decline coverage, correct?

Speaker speaker_1: Yes.

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

Speaker speaker_1: No. Thank you so much.

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

Speaker speaker_1: You too. Bye.