

Transcript: Pearl

Rojas-5032859363753984-5828959335137280

Full Transcript

Hello. Hi, good afternoon. Thank you for calling Benefits on the Card. My name is Pearl. Who did I say I'm speaking with? Andrew Jackson. How can I assist you? Yes, ma'am. Uh, I work for Surge and I was supposed to call to opt out, um, for your insurance program. All right. And this is, uh, a four-day assignment. Okay. What are the last four digits of your Social? 4510. Yeah, we have your social security number first. 05311988. And your address? 801 Lucia Avenue, Memphis, Tennessee 38106. Okay. Now before you leave your phone number, it's 901-513-1230. No, ma'am. Our phone number changed. What's your phone number? 901-801-0562. Okay. And I have your email address as your first name, your last name 365@yahoo.com? Uh, 24sidneyyahoo.com. All right. And you said you're declining benefits today, correct? That's correct. All right. I went ahead and got you opted out. Is there anything else I can assist you with? Uh, no, ma'am. Thank you. Thank you so much for calling. You have a great day. Yes, ma'am. Yeah, I work for Surge. Yeah, I work for Surge. That's how I opted out of that, uh, that insurance program.

Conversation Format

Speaker speaker_0: Hello. Hi, good afternoon. Thank you for calling Benefits on the Card. My name is Pearl. Who did I say I'm speaking with?

Speaker speaker_1: Andrew Jackson.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Yes, ma'am. Uh, I work for Surge and I was supposed to call to opt out, um, for your insurance program.

Speaker speaker_0: All right.

Speaker speaker_1: And this is, uh, a four-day assignment.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 4510.

Speaker speaker_0: Yeah, we have your social security number first.

Speaker speaker_1: 05311988.

Speaker speaker_0: And your address?

Speaker speaker_1: 801 Lucia Avenue, Memphis, Tennessee 38106.

Speaker speaker_0: Okay. Now before you leave your phone number, it's 901-513-1230.

Speaker speaker_1: No, ma'am. Our phone number changed.

Speaker speaker_0: What's your phone number?

Speaker speaker_1: 901-801-0562.

Speaker speaker_0: Okay. And I have your email address as your first name, your last name 365@yahoo.com? Uh, 24sidneyyahoo.com. All right. And you said you're declining benefits today, correct?

Speaker speaker_1: That's correct.

Speaker speaker_0: All right. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, ma'am. Thank you.

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

Speaker speaker_1: Yes, ma'am. Yeah, I work for Surge. Yeah, I work for Surge. That's how I opted out of that, uh, that insurance program.