

Transcript: Pearl

Rojas-5055226150699008-5625825977745408

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Uh, my name is Anthony, uh, Miracle. And how can I assist you? Um, so I'm ... by the end of the month. spirit blind, and I'm about to approve or, or enroll or decline coverage, and I'm trying to decline coverage. Okay, and which agency are you working for? Uh, Surge. Okay, so you're just doing the application now? Mm-hmm. I'm on that part. Okay, so you- Uh, the Benefits on a Card part. Okay, so you won't be in our system yet because they haven't sent over your information. You're still in the process of doing it. I can create you an account right now over the phone, but I will need your full social name, address, date of birth, phone number. Um, so decline you today or we can wait until you finish your paperwork, um, and just decline it when they send that over. They do give you 30 days from the date of your first paycheck to decline that coverage. It's just however you prefer. Okay, perfect. Thank you so much. No problem. Thank you so much for calling. You have a great day. You too.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_1: Uh, my name is Anthony, uh, Miracle.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, so I'm

Speaker speaker_2: ... by the end of the month.

Speaker speaker_1: spirit blind, and I'm about to approve or, or enroll or decline coverage, and I'm trying to decline coverage.

Speaker speaker_0: Okay, and which agency are you working for?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Okay, so you're just doing the application now?

Speaker speaker_1: Mm-hmm. I'm on that part.

Speaker speaker_0: Okay, so you-

Speaker speaker_1: Uh, the Benefits on a Card part.

Speaker speaker_0: Okay, so you won't be in our system yet because they haven't sent over your information. You're still in the process of doing it. I can create you an account right now over the phone, but I will need your full social name, address, date of birth, phone number. Um, so decline you today or we can wait until you finish your paperwork, um, and just decline it when they send that over. They do give you 30 days from the date of your first paycheck to decline that coverage. It's just however you prefer.

Speaker speaker_1: Okay, perfect. Thank you so much.

Speaker speaker_0: No problem. Thank you so much for calling. You have a great day.

Speaker speaker_1: You too.