

## **Transcript: Pearl**

**Rojas-5105743991980032-6719700871725056**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. It's been our pleasure speaking with you. Lisa Chaffin. And how can I assist you? I just love Surge and I want to opt out of, uh, insurance. All righty. And you said you're with Surge? Yes. Okay, what are the last four digits of your Social? 3205. All righty. Give me one moment. And how long have you been with Surge? I just did my drug test today. I just walked out of there. So I just- Okay, ma'am... No worries. Oh. Now, they haven't sent us all the information yet, so we can do one of two things. I can create you an account, but I will need your full name, your full Social name, address, date of birth, phone number, um, to get you opted out today. Or we can wait until Surge sends us all your information. They do give you 30 days after receiving your first paycheck to decline the coverage. Choose however you'd prefer. Oh, uh, yeah, I guess let's go ahead and do it today then. Okay, great. Just one moment. And what is your full Social? 294-72-3205. Can you repeat your first name for me? Lisa. Lisa. And your last name Chaffin, correct? Chaffin, yeah. Uh, spell that for me. I'm hearing- You're fine. C-H-A-F-F-I-N. Yep, I was hearing a different one. Okay. And what is your address? 430 West Perry Street, Tiffin, Ohio. All righty. And your date of birth? 07/21/'69. And your phone number? 419-788-3291. All righty. And we're opting out of Benefits today, correct? Yes. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? No, that'll be all. Thank you. Thank you so much for calling. 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. It's been our pleasure speaking with you.

Speaker speaker\_1: Lisa Chaffin.

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

Speaker speaker\_1: I just love Surge and I want to opt out of, uh, insurance.

Speaker speaker\_0: All righty. And you said you're with Surge?

Speaker speaker\_1: Yes.

Speaker speaker\_0: Okay, what are the last four digits of your Social?

Speaker speaker\_1: 3205.

Speaker speaker\_0: All righty. Give me one moment. And how long have you been with Surge?

Speaker speaker\_1: I just did my drug test today. I just walked out of there. So I just-

Speaker speaker\_0: Okay, ma'am... No worries.

Speaker speaker\_1: Oh.

Speaker speaker\_0: Now, they haven't sent us all the information yet, so we can do one of two things. I can create you an account, but I will need your full name, your full Social name, address, date of birth, phone number, um, to get you opted out today. Or we can wait until Surge sends us all your information. They do give you 30 days after receiving your first paycheck to decline the coverage. Choose however you'd prefer.

Speaker speaker\_1: Oh, uh, yeah, I guess let's go ahead and do it today then.

Speaker speaker\_0: Okay, great. Just one moment. And what is your full Social?

Speaker speaker\_1: 294-72-3205.

Speaker speaker\_0: Can you repeat your first name for me?

Speaker speaker\_1: Lisa.

Speaker speaker\_0: Lisa. And your last name Chaffin, correct?

Speaker speaker\_1: Chaffin, yeah.

Speaker speaker\_0: Uh, spell that for me. I'm hearing-

Speaker speaker\_1: You're fine. C-H-A-F-F-I-N.

Speaker speaker\_0: Yep, I was hearing a different one. Okay. And what is your address?

Speaker speaker\_1: 430 West Perry Street, Tiffin, Ohio.

Speaker speaker\_0: All righty. And your date of birth?

Speaker speaker\_1: 07/21/'69.

Speaker speaker\_0: And your phone number?

Speaker speaker\_1: 419-788-3291.

Speaker speaker\_0: All righty. And we're opting out of Benefits today, correct?

Speaker speaker\_1: Yes.

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

Speaker speaker\_1: No, that'll be all. Thank you.

Speaker speaker\_0: Thank you so much for calling. Have a great day.

Speaker speaker\_1: You too.