

## Transcript: Pearl

**Rojas-5177623504699392-5037876274741248**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Better System Accard. My name is Pearl. Who am I speaking with? Uh, my name's Christian and, uh, apparently, I went through surge and- I'm sorry, your last name? Christian Haddockx. And, uh, I'm going through surge and I don't want the insurance. Okay. No problem. I can definitely assist you with that. What are the last four digits of your social? Hold up, give me a moment. One, eight, three, nine. Okay, bear with me one moment. And repeat your last name for me. What? Repeat your last name for me. Haddockx. H-A-D-D-O-X. All righty. And if you could confirm your address and date of birth. 3040 US Highway 62 Southwest, uh, April 21st, 2006. All righty. What's the city and state? Washington Courthouse, Ohio. Okay. I have your phone number as 740-463-9678. Yep. Can I have your email address as christianhaddockx36@gmail.com? What? Your email address, christianhaddockx36@gmail.com? Yep. And you're declining coverage today, correct? Yep. All righty. I went ahead and got you opted out. Is there anything else I can assist you with? What? I went ahead and got you opted out. Is there anything else I can assist you with? No. Thank you. Thank you so much for calling in. Have a great day. You too. Bye.

### 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 Better System Accard. My name is Pearl. Who am I speaking with?

Speaker speaker\_2: Uh, my name's Christian and, uh, apparently, I went through surge and-

Speaker speaker\_1: I'm sorry, your last name?

Speaker speaker\_2: Christian Haddockx. And, uh, I'm going through surge and I don't want the insurance.

Speaker speaker\_1: Okay. No problem. I can definitely assist you with that. What are the last four digits of your social?

Speaker speaker\_2: Hold up, give me a moment. One, eight, three, nine.

Speaker speaker\_1: Okay, bear with me one moment. And repeat your last name for me.

Speaker speaker\_2: What?

Speaker speaker\_1: Repeat your last name for me.

Speaker speaker\_2: Haddockx. H-A-D-D-O-X.

Speaker speaker\_1: All righty. And if you could confirm your address and date of birth.

Speaker speaker\_2: 3040 US Highway 62 Southwest, uh, April 21st, 2006.

Speaker speaker\_1: All righty. What's the city and state?

Speaker speaker\_2: Washington Courthouse, Ohio.

Speaker speaker\_1: Okay. I have your phone number as 740-463-9678.

Speaker speaker\_2: Yep.

Speaker speaker\_1: Can I have your email address as christianhaddockx36@gmail.com?

Speaker speaker\_2: What?

Speaker speaker\_1: Your email address, christianhaddockx36@gmail.com?

Speaker speaker\_2: Yep.

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

Speaker speaker\_2: Yep.

Speaker speaker\_1: All righty. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_2: What?

Speaker speaker\_1: I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_2: No. Thank you.

Speaker speaker\_1: Thank you so much for calling in. Have a great day.

Speaker speaker\_2: You too.

Speaker speaker\_1: Bye.