

Transcript: Pearl

Rojas-5200510594105344-6581763604004864

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does this pleasure speak with? This is Maxwell Knupple, and I started work with Surge, uh, through Craft in Coshocton, Ohio. And I just received a message about Tela Rx. Hmm. And- That's true. ... I called before pre- Mm-hmm. I called previously to unenroll myself in it, but I just wanted to make sure that that went through. Okay. And you said you're working with Surge. What are the last four digits of your social? 0958. Let me see here. And your date of birth? 09301997. How long ago did you start working with Surge? Uh, I've been working for three weeks. Doesn't look like they haven't sent us your information yet. So we can do one of two things. I can create an account, but I will need your full name, full social name, address, date of birth, phone number, email address, and, um, create an account, or we can wait till Surge sends over the information. Oh, actually, no. I'm sorry. Okay. Um- You have, she should have an account 'cause you said you called and declined it already. Correct? Yeah. Yeah. I, I called and she said that she was gonna set up a file and have all my information. That way when it goes through she could just automatically unenroll me. Okay. And you said 0958 are the last four, correct? Uh, zer- yeah, 0958. Michael. Hm. And do you know who you spoke with? I do not remember. Um... I know that she- And is- ... said, um, I had one, I had two options. Um, I could either wait until it actually goes through or I could give her all the personal information if I was comfortable doing so, and she would put it in file, which I went that route. Do you have a, do you have another last name? Uh, no, it should be under Knupple, K-N-U-P-P-L-E. Oh, okay. Let me see. That looks like familiar. Maxwell, not Michael. Yep. That's where, that's where the disconnect was. Okay. Confirm your address and date of birth for me. Yep. 600 Plainville Road, Apartment 101 and date of birth is 09/30/1997. Okay. And I have your phone number as 7402020740? Yes, ma'am. And I have your email address as maxwellknupple at gmail.com. Knupple at gmail. Yes, ma'am. Okay. So yep, she did go ahead and decline that coverage for you. Um, you just expect you'll receive those messages once a week for the first 30 days of, so they make sure the member does, um, do it. Oh, okay. Absolutely. Yep. I just thought I'd call and make sure. Thank you. No problem. Thank you, sir for calling. Have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl, who does this pleasure speak with?

Speaker speaker_1: This is Maxwell Knuppel, and I started work with Surge, uh, through Craft in Coshocton, Ohio. And I just received a message about Tela Rx.

Speaker speaker_0: Hmm.

Speaker speaker_1: And-

Speaker speaker_0: That's true.

Speaker speaker_1: ... I called before pre-

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: I called previously to unenroll myself in it, but I just wanted to make sure that that went through.

Speaker speaker_0: Okay. And you said you're working with Surge. What are the last four digits of your social?

Speaker speaker_1: 0958.

Speaker speaker_0: Let me see here. And your date of birth?

Speaker speaker_1: 09301997.

Speaker speaker_0: How long ago did you start working with Surge?

Speaker speaker_1: Uh, I've been working for three weeks.

Speaker speaker_0: Doesn't look like they haven't sent us your information yet. So we can do one of two things. I can create an account, but I will need your full name, full social name, address, date of birth, phone number, email address, and, um, create an account, or we can wait till Surge sends over the information. Oh, actually, no. I'm sorry.

Speaker speaker_1: Okay. Um-

Speaker speaker_0: You have, she should have an account 'cause you said you called and declined it already. Correct?

Speaker speaker_1: Yeah. Yeah. I, I called and she said that she was gonna set up a file and have all my information. That way when it goes through she could just automatically unenroll me.

Speaker speaker_0: Okay. And you said 0958 are the last four, correct?

Speaker speaker_1: Uh, zer- yeah, 0958.

Speaker speaker_0: Michael. Hm. And do you know who you spoke with?

Speaker speaker_1: I do not remember.

Speaker speaker_0: Um...

Speaker speaker_1: I know that she-

Speaker speaker_0: And is-

Speaker speaker_1: ... said, um, I had one, I had two options. Um, I could either wait until it actually goes through or I could give her all the personal information if I was comfortable doing so, and she would put it in file, which I went that route.

Speaker speaker_0: Do you have a, do you have another last name?

Speaker speaker_1: Uh, no, it should be under Knupple, K-N-U-P-P-L-E.

Speaker speaker_0: Oh, okay. Let me see. That looks like familiar. Maxwell, not Michael.

Speaker speaker_1: Yep.

Speaker speaker_0: That's where, that's where the disconnect was. Okay. Confirm your address and date of birth for me.

Speaker speaker_1: Yep. 600 Plainville Road, Apartment 101 and date of birth is 09/30/1997.

Speaker speaker_0: Okay. And I have your phone number as 7402020740?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as maxwellknupple at gmail.com.

Speaker speaker_1: Knupple at gmail. Yes, ma'am.

Speaker speaker_0: Okay. So yep, she did go ahead and decline that coverage for you. Um, you just expect you'll receive those messages once a week for the first 30 days of, so they make sure the member does, um, do it.

Speaker speaker_1: Oh, okay. Absolutely. Yep. I just thought I'd call and make sure. Thank you.

Speaker speaker_0: No problem. Thank you, sir for calling. Have a great day.

Speaker speaker_1: You too. Bye.