

Transcript: Pearl

Rojas-5280780705644544-4617438206935040

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in the Card. My name is Pearl. Who does the pleasure of speaking with? Terrell Ridley. And how can I assist you? Um, I was told to call this number in case I wanted to cancel my insurance fee for Assure Staffing, Surge Staffing. Okay. The last four digits of your Social. 7116. Okay. Repeat your name for me. Terrell Ridley. How long have you been working with Surge? I had just got hired today. Okay. So your information isn't in our system yet, so we can do one of two things. I can create your account, but I do need your full social name, address, date of birth, phone number to create and decline you today, or we're going to search it. Send over the information. They do give you 30 days from your fir- first paycheck to do so. It's just however you prefer. Okay, that can wait. All right. Thanks so much for calling. You have a good day. You too.

Conversation Format

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

Speaker speaker_1: Terrell Ridley.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was told to call this number in case I wanted to cancel my insurance fee for Assure Staffing, Surge Staffing.

Speaker speaker_0: Okay. The last four digits of your Social.

Speaker speaker_1: 7116.

Speaker speaker_0: Okay. Repeat your name for me.

Speaker speaker_1: Terrell Ridley.

Speaker speaker_0: How long have you been working with Surge?

Speaker speaker_1: I had just got hired today.

Speaker speaker_0: Okay. So your information isn't in our system yet, so we can do one of two things. I can create your account, but I do need your full social name, address, date of birth, phone number to create and decline you today, or we're going to search it. Send over the information. They do give you 30 days from your fir- first paycheck to do so. It's just

however you prefer.

Speaker speaker_1: Okay, that can wait.

Speaker speaker_0: All right. Thanks so much for calling. You have a good day.

Speaker speaker_1: You too.