

## Transcript: Pearl

**Rojas-5297267070648320-5962769971462144**

### Full Transcript

Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does, who's this pleasure speaking with? Uh, Cameron Stephens. And how can I assist you? Um, I'm actually calling to cancel. Okay. And what's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? 4635. All righty. And you said your first name is Cameron? Uh, C-A-M-E-R-O-N and last name is spelled S-T-E-P-H-E-N-S. And how long have you been working with Surge? Uh, I just, uh, joined today. Okay. So... so you're not enlisted yet because you just did the information. Um, we can do one of two things. I can ? ? cancellation today but I will need your full social name, address date of birth, phone number and get you opted out. And it wouldn't be a cancellation because you're not enrolled yet. It would be a, uh, declination. Um, and then we can do that today or we can wait until Surge pro- uh Surge sends over your information. They do give you 30 days after receiving your first paycheck to do so. It's just how you'd prefer. Um... I'll just wait and drop my first paycheck 'cause I haven't even got a interview set up yet. All righty. Thank you so much for calling. You have a great day. You too. Thanks.

### Conversation Format

Speaker speaker\_0: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who does, who's this pleasure speaking with?

Speaker speaker\_1: Uh, Cameron Stephens.

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

Speaker speaker\_1: Um, I'm actually calling to cancel.

Speaker speaker\_0: Okay. And what's the name of the staff agency you work for?

Speaker speaker\_1: Uh, Surge.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 4635.

Speaker speaker\_0: All righty. And you said your first name is Cameron?

Speaker speaker\_1: Uh, C-A-M-E-R-O-N and last name is spelled S-T-E-P-H-E-N-S.

Speaker speaker\_0: And how long have you been working with Surge?

Speaker speaker\_1: Uh, I just, uh, joined today.

Speaker speaker\_0: Okay. So... so you're not enlisted yet because you just did the information. Um, we can do one of two things. I can ? ? cancellation today but I will need your full social name, address date of birth, phone number and get you opted out. And it wouldn't be a cancellation because you're not enrolled yet. It would be a, uh, declination. Um, and then we can do that today or we can wait until Surge pro- uh Surge sends over your information. They do give you 30 days after receiving your first paycheck to do so. It's just how you'd prefer.

Speaker speaker\_1: Um... I'll just wait and drop my first paycheck 'cause I haven't even got a interview set up yet.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: You too.

Speaker speaker\_0: Thanks.