

Transcript: Pearl

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits and a Card. My name is Pearl. Who have I, who was your situation? Uh, my name's Thomas Agnew. And how can I assist you? Honey, I've, I've already got insurance, but I went to work for Surge Staffing and they told me to call you today to cancel out that insurance where they're gonna, the 14 something a week out of my check. Okay. What's the last four digits of your social? 9802. And how long have you been working with them? Uh, honey, uh, the, I was supposed to start yesterday at my new job, but we were so snowed down in Columbus. I just started my new job today with, for them. Okay. Um, so it looks like they haven't sent us all your information yet, so we can do one of two things. I can create your account and, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until they send us your information. Um, you would just- Okay. ... have to give us a call back, say, by the end of the week or the beginning of next week. Um... I'll just call you, like, next Tuesday or something like that? Yes, sir. They give you 30 days from your first paycheck. So as long as, you know, by your first paycheck you give us a call again to decline, um, you can be auto, uh, opted out. Okay, honey 'cause, yeah, I've got insurance. My wife works for the state, so we've got insurance through the state. Okay. Yeah, like I said, just make sure to call at least by your first paycheck and we can get you opted out. Okay. Thank you, ma'am. No problem. Have a great day. You too.

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 Benefits and a Card. My name is Pearl. Who have I, who was your situation?

Speaker speaker_2: Uh, my name's Thomas Agnew.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Honey, I've, I've already got insurance, but I went to work for Surge Staffing and they told me to call you today to cancel out that insurance where they're gonna, the 14 something a week out of my check.

Speaker speaker_1: Okay. What's the last four digits of your social?

Speaker speaker_2: 9802.

Speaker speaker_1: And how long have you been working with them?

Speaker speaker_2: Uh, honey, uh, the, I was supposed to start yesterday at my new job, but we were so snowed down in Columbus. I just started my new job today with, for them.

Speaker speaker_1: Okay. Um, so it looks like they haven't sent us all your information yet, so we can do one of two things. I can create your account and, but I will need your full social name, address, date of birth, phone number, and decline you today. Or we can wait until they send us your information. Um, you would just-

Speaker speaker_2: Okay.

Speaker speaker_1: ... have to give us a call back, say, by the end of the week or the beginning of next week. Um...

Speaker speaker_2: I'll just call you, like, next Tuesday or something like that?

Speaker speaker_1: Yes, sir. They give you 30 days from your first paycheck. So as long as, you know, by your first paycheck you give us a call again to decline, um, you can be auto, uh, opted out.

Speaker speaker_2: Okay, honey 'cause, yeah, I've got insurance. My wife works for the state, so we've got insurance through the state.

Speaker speaker_1: Okay. Yeah, like I said, just make sure to call at least by your first paycheck and we can get you opted out.

Speaker speaker_2: Okay. Thank you, ma'am.

Speaker speaker_1: No problem. Have a great day.

Speaker speaker_2: You too.