

Transcript: Pearl

Rojas-5368623424782336-6339005042573312

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl and this is who you're speaking with. Hello. My name is Angel Garcia and I was trying to cancel the benefits. Okay. What's the name of this company which you work for? Uh, I work for Surge. And the last four digits of your Social? 5513. All righty. And are you going to verify your address and date of birth, please? Uh, 06/07/2004. And I believe I put the address as 55 Mountain Vista Street. Okay. And what is the city and state? You say? You said what? The city and state? Las Vegas, Nevada. Can I have your phone number at 702-542-8708? Yeah. Can I have your em- email address as misterchillydude@email.com? Yes, ma'am. Okay. So you're not currently enrolled in coverage but what I can do is decline the auto-enrollment. That way you're not automatically enrolled later. Yes. That would be wonderful. All righty. Well, I'm glad you opted out. Is there anything else I can assist you with? Nah, that'll be it. Thank you so much for calling. Have a great day. Thank you.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl and this is who you're speaking with.

Speaker speaker_1: Hello. My name is Angel Garcia and I was trying to cancel the benefits.

Speaker speaker_0: Okay. What's the name of this company which you work for?

Speaker speaker_1: Uh, I work for Surge.

Speaker speaker_0: And the last four digits of your Social?

Speaker speaker_1: 5513.

Speaker speaker_0: All righty. And are you going to verify your address and date of birth, please?

Speaker speaker_1: Uh, 06/07/2004. And I believe I put the address as 55 Mountain Vista Street.

Speaker speaker_0: Okay. And what is the city and state?

Speaker speaker_1: You say? You said what?

Speaker speaker_0: The city and state?

Speaker speaker_1: Las Vegas, Nevada.

Speaker speaker_0: Can I have your phone number at 702-542-8708?

Speaker speaker_1: Yeah.

Speaker speaker_0: Can I have your em- email address as misterchillydude@email.com?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. So you're not currently enrolled in coverage but what I can do is decline the auto-enrollment. That way you're not automatically enrolled later.

Speaker speaker_1: Yes. That would be wonderful.

Speaker speaker_0: All righty. Well, I'm glad you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Nah, that'll be it.

Speaker speaker_0: Thank you so much for calling. Have a great day.

Speaker speaker_1: Thank you.