

## Transcript: Pearl

**Rojas-5518346314104832-6191247430303744**

### Full Transcript

Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I'm speaking with? Uh, my name's George Easto, and, uh, I'm, I'm, I'm calling to cancel my benefits with Surge Staffing. Okay. What are the last four digits of your social? 6112. I need to review one moment while I find your account. You said your last name is Stole? Easto. E-A-S-T-O. Okay. And how long have you been working with Surge? Uh, this is like my third or fourth day. Okay. So they haven't sent you some information yet. Okay. We can... We can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number and get you declined today. Or we can wait until Surge sends over your information. They do give you 30 days after receiving your first paycheck to decline. Okay. Uh, well, I can just wait then. I can wait, wait the first 30 days then. Yep. Just if you wanna give us a call when you receive your first paycheck, your sh- your information should be in the system by then and we'll be able to decline you, okay? Okay. Thank you, ma'am. No problem. Thank you for calling. Have a great day.

### Conversation Format

Speaker speaker\_0: Hi, good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help with who I'm speaking with?

Speaker speaker\_1: Uh, my name's George Easto, and, uh, I'm, I'm, I'm calling to cancel my benefits with Surge Staffing.

Speaker speaker\_0: Okay. What are the last four digits of your social?

Speaker speaker\_1: 6112.

Speaker speaker\_0: I need to review one moment while I find your account. You said your last name is Stole?

Speaker speaker\_1: Easto. E-A-S-T-O.

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

Speaker speaker\_1: Uh, this is like my third or fourth day.

Speaker speaker\_0: Okay. So they haven't sent you some information yet.

Speaker speaker\_1: Okay.

Speaker speaker\_0: We can... We can do one of two things. I can create your account, but I will need your full social name, address, date of birth, phone number and get you declined today. Or we can wait until Surge sends over your information. They do give you 30 days after receiving your first paycheck to decline.

Speaker speaker\_1: Okay. Uh, well, I can just wait then. I can wait, wait the first 30 days then.

Speaker speaker\_0: Yep. Just if you wanna give us a call when you receive your first paycheck, your sh- your information should be in the system by then and we'll be able to decline you, okay?

Speaker speaker\_1: Okay. Thank you, ma'am.

Speaker speaker\_0: No problem. Thank you for calling. Have a great day.