

Transcript: Pearl

Rojas-5520261494915072-5772294873464832

Full Transcript

Hi, good afternoon. Thank you for calling Benefit Data Card. My name is Pearl Giraldo. Who am I speaking with? Uh, Rene Valdez Jr. And how may I assist you? It's, uh, I'm applying right now for the, uh, for the benefits and I wa- want to un-enroll in that. Okay, you wanna go and opt out from those benefits? Yes, ma'am. And what's the name of the staff agency you work for? Uh, Surge, uh... Surge Staffing. Surge Staffing? Oh, Surge Staff. Yes. All righty. And the last four digits of your Social? 7213. All righty. A- read your name for me. S- Rene Valdez. Jr. Jr. And, uh, and... one second. Okay. And you said the last four of your Social is 7213? That's correct. Okay, so we don't have your information yet. Um... Oh, okay. And you said you wanted to opt out of, of coverage? Yeah. Okay, so we can do one of two things. We can wait for Surge to send over your information. You do have 30 days from the date of your first paycheck to decline the coverage, or we can create your account today. Mm-hmm. I will need your full social name, address, date of birth, phone number, d- and we can opt you out today. It's just however you prefer. Well, let's see. Uh, would I have to make an account with, uh, with Lynn? With who? With, uh, with, uh, with Lynn. I don't, I don't know what it was called, but... Let's see. Check out, um... Just put yes and that's it. What's it all process? Well, that'll be opted out. Hm. So how, uh, how the, uh, other options work? What other options? I'm sorry. No, that's not Surge Staffing. Oh. Another company. That's a separate company. S- Okay. All you got just create the account and then opt out and that's it. Okay, I'll, I'll ju-, uh, I'll just make the account and opt out. And you said you're with Surge. What is your full Social? It's, uh, 6-62592... 7213. Okay. Okay, and you said your name is Rene Valdez. What is your address? Junior. Uh, 9818... Mulberry Park Lane. It's, uh, M- M-U-L-B-E-R-R-Y. Okay, bear with me one moment. I'ma place you on a brief hold. Okay. Godsake boy, you just can't tell him his name, bro. Thank you so much for holding, Mr. Valdez. I'm sorry about that wait. Um, just for ref-- you said the last four of your Social Security is 1625? Are those the last four? No, it's, uh, 7213. 7213? Yeah. Okay. I, I believe that I was the one that just spoke with you a little while ago and we created your account with the last four of 1625. Uh... Well, yes. Was that- Uh, I was under the present, uh, name, Rene Valdez too, but, uh, that's my, that's my dad. We're, we're both on- Oh, okay. So he has- We both have the same name. Okay, so you're Junior? Yes. Okay. I did want to make sure, 'cause I was like, I, I thought maybe I put in the information wrong or something happened on my end. I just didn't want to create you two accounts or opt you out of the wrong Social and then have deductions come through on your end. Go ahead. Okay, so let me put that Junior on there for you. Mm-hmm. Bare with me one moment. All right, thank you so much for holding, Mr. Valdez. And what is your date of birth? Uh... Oh. Uh, 07/12/2004. All right, okay. Perfect. And your phone number? 3-346-246-8718. All right. And you're opted out as well, correct? Yes. All right. I went ahead and got you opted out. Is there anything I can assist you with today? Uh, that'd be all. Thank you so much for

calling. You have a great day. All right.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefit Data Card. My name is Pearl Giraldo. Who am I speaking with?

Speaker speaker_1: Uh, Rene Valdez Jr.

Speaker speaker_0: And how may I assist you?

Speaker speaker_1: It's, uh, I'm applying right now for the, uh, for the benefits and I wa- want to un-enroll in that.

Speaker speaker_0: Okay, you wanna go and opt out from those benefits?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And what's the name of the staff agency you work for?

Speaker speaker_1: Uh, Surge, uh...

Speaker speaker_2: Surge Staffing.

Speaker speaker_0: Surge Staffing?

Speaker speaker_1: Oh, Surge Staff. Yes.

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

Speaker speaker_1: 7213.

Speaker speaker_0: All righty. A- read your name for me.

Speaker speaker_1: S- Rene Valdez.

Speaker speaker_2: Jr.

Speaker speaker_1: Jr.

Speaker speaker_0: And, uh, and... one second. Okay. And you said the last four of your Social is 7213?

Speaker speaker_1: That's correct.

Speaker speaker_0: Okay, so we don't have your information yet. Um...

Speaker speaker_1: Oh, okay.

Speaker speaker_0: And you said you wanted to opt out of, of coverage?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay, so we can do one of two things. We can wait for Surge to send over your information. You do have 30 days from the date of your first paycheck to decline the coverage, or we can create your account today.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: I will need your full social name, address, date of birth, phone number, d- and we can opt you out today. It's just however you prefer.

Speaker speaker_1: Well, let's see. Uh, would I have to make an account with, uh, with Lynn?

Speaker speaker_0: With who?

Speaker speaker_1: With, uh, with, uh, with Lynn. I don't, I don't know what it was called, but... Let's see. Check out, um...

Speaker speaker_3: Just put yes and that's it.

Speaker speaker_1: What's it all process?

Speaker speaker_3: Well, that'll be opted out.

Speaker speaker_1: Hm. So how, uh, how the, uh, other options work?

Speaker speaker_0: What other options? I'm sorry.

Speaker speaker_3: No, that's not Surge Staffing.

Speaker speaker_1: Oh.

Speaker speaker_3: Another company. That's a separate company.

Speaker speaker_1: S-

Speaker speaker_3: Okay. All you got just create the account and then opt out and that's it.

Speaker speaker_1: Okay, I'll, I'll ju-, uh, I'll just make the account and opt out.

Speaker speaker_0: And you said you're with Surge. What is your full Social?

Speaker speaker_1: It's, uh, 6- 62592... 7213.

Speaker speaker_0: Okay. Okay, and you said your name is Rene Valdez. What is your address?

Speaker speaker_3: Junior.

Speaker speaker_1: Uh, 9818... Mulberry Park Lane. It's, uh, M- M-U-L-B-E-R-R-Y.

Speaker speaker_0: Okay, bear with me one moment. I'ma place you on a brief hold.

Speaker speaker_1: Okay.

Speaker speaker_3: Godsake boy, you just can't tell him his name, bro.

Speaker speaker_4: Thank you so much for holding, Mr. Valdez. I'm sorry about that wait. Um, just for ref-- you said the last four of your Social Security is 1625? Are those the last four?

Speaker speaker_5: No, it's, uh, 7213.

Speaker speaker_4: 7213?

Speaker speaker_5: Yeah.

Speaker speaker_4: Okay. I, I believe that I was the one that just spoke with you a little while ago and we created your account with the last four of 1625.

Speaker speaker_5: Uh... Well, yes.

Speaker speaker_4: Was that-

Speaker speaker_5: Uh, I was under the present, uh, name, Rene Valdez too, but, uh, that's my, that's my dad. We're, we're both on-

Speaker speaker_4: Oh, okay. So he has-

Speaker speaker_5: We both have the same name.

Speaker speaker_4: Okay, so you're Junior?

Speaker speaker_5: Yes.

Speaker speaker_4: Okay. I did want to make sure, 'cause I was like, I, I thought maybe I put in the information wrong or something happened on my end. I just didn't want to create you two accounts or opt you out of the wrong Social and then have deductions come through on your end.

Speaker speaker_5: Go ahead.

Speaker speaker_4: Okay, so let me put that Junior on there for you.

Speaker speaker_5: Mm-hmm.

Speaker speaker_4: Bare with me one moment. All right, thank you so much for holding, Mr. Valdez. And what is your date of birth?

Speaker speaker_5: Uh... Oh. Uh, 07/12/2004.

Speaker speaker_4: All right, okay. Perfect. And your phone number?

Speaker speaker_5: 3-346-246-8718.

Speaker speaker_4: All right. And you're opted out as well, correct?

Speaker speaker_5: Yes.

Speaker speaker_4: All right. I went ahead and got you opted out. Is there anything I can assist you with today?

Speaker speaker_5: Uh, that'd be all.

Speaker speaker_4: Thank you so much for calling. You have a great day.

Speaker speaker_5: All right.