

Transcript: Pearl

Rojas-5565358298578944-5584758397419520

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 f█. Who do I have the pleasure of speaking with? Hi, my name is Alexis. Um, I seen, I got a message that says, "Congratulations on your job with Surge. You will be auto enrolled in MECTEL RX." And I just wanted to know what that is. All righty. So MECTEL RX is a preventative health plan. Excuse me, it covers like your annual, um, your annual checkup, i- immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. It doesn't cover to going to the doctor or ER, it's just preventive health visits and it's taken from your check every week. Okay, I do not need that. Okay, what is the last four digits of your Social? 5812. And I'm sorry, your name? 5812. No, I'm sorry, your name? Oh, Alexis Cantrell. Okay. And if you can confirm your address and date of birth. Um, 390 West Columbia Street, Marion, Ohio 43302. And my birthdate you said? Yes. Uh, 03/17/1998. All righty. And I have your phone number as 567-378-3325? Correct. Can I have your email address as alexiscantrell317@gmail.com? Yes. All righty. And you said you wanted to opt out, correct? Yes. All righty. Well, I know I got you opted out. Is there anything else I can assist you with? Uh, no, that's it. Thank you so much. Thank you. Have a good day. You too. Bye.

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 f█. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hi, my name is Alexis. Um, I seen, I got a message that says, "Congratulations on your job with Surge. You will be auto enrolled in MECTEL RX." And I just wanted to know what that is.

Speaker speaker_1: All righty. So MECTEL RX is a preventative health plan. Excuse me, it covers like your annual, um, your annual checkup, i- immunizations, some STD screenings, some cancer screenings, diabetes, blood pressure, those kind of things. It doesn't cover to going to the doctor or ER, it's just preventive health visits and it's taken from your check every week.

Speaker speaker_2: Okay, I do not need that.

Speaker speaker_1: Okay, what is the last four digits of your Social?

Speaker speaker_2: 5812.

Speaker speaker_1: And I'm sorry, your name?

Speaker speaker_2: 5812.

Speaker speaker_1: No, I'm sorry, your name?

Speaker speaker_2: Oh, Alexis Cantrell.

Speaker speaker_1: Okay. And if you can confirm your address and date of birth.

Speaker speaker_2: Um, 390 West Columbia Street, Marion, Ohio 43302. And my birthdate you said?

Speaker speaker_1: Yes.

Speaker speaker_2: Uh, 03/17/1998.

Speaker speaker_1: All righty. And I have your phone number as 567-378-3325?

Speaker speaker_2: Correct.

Speaker speaker_1: Can I have your email address as alexiscantrell317@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And you said you wanted to opt out, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Well, I know I got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: Uh, no, that's it. Thank you so much.

Speaker speaker_1: Thank you. Have a good day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.