

Transcript: Pearl

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Full Transcript

Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with? Carly Beckley. And how can I assist you? So, I don't want to be enrolled in this anymore. I don't currently work at that job anymore, and I don't want it taken out of my check, so how do I get that stopped? Okay. So, you don't work at the staffing agency at all anymore? No. I still work at the staffing agency. Okay. So, what is the name of the staffing agency you work at? Give me one second. Hello? Ma'am? Hello? Uh, I'm back. Sorry about that. Okay. And what's the name of the staffing agency you work for? Surge. And the last four digits of your social? It's not Surge. The last four of my Social Security is 3799. Three-seven-nine-nine? No, 3799. All righty. And if you can confirm your... Oh, give me one second. I just don't want it taken out of my check now. Yes. If you can confirm your address and date of birth. 565 Shingle Lane, Apartment 701. And... What was the other thing I asked for? Date of birth. 0908 2006. Good. What's the city and state? Kentucky, Frankfort. Okay. And I have your phone number at 734-406-4237? Yes, ma'am. So- And you said you would like to cancel, correct? Yeah. I just, I don't need the insurance. Okay. I can go ahead and cancel that for you. Cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two. Okay. But it's not gonna like mess up me working for Surge, right? It's just gonna cancel the insurance? Correct. All right. Well, thank you. No problem. Have a good day.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Card. My name is Pearl. Who may I have the pleasure of speaking with?

Speaker speaker_1: Carly Beckley.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: So, I don't want to be enrolled in this anymore. I don't currently work at that job anymore, and I don't want it taken out of my check, so how do I get that stopped?

Speaker speaker_0: Okay. So, you don't work at the staffing agency at all anymore?

Speaker speaker_1: No. I still work at the staffing agency.

Speaker speaker_0: Okay. So, what is the name of the staffing agency you work at?

Speaker speaker_1: Give me one second.

Speaker speaker_0: Hello? Ma'am? Hello?

Speaker speaker_1: Uh, I'm back. Sorry about that.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Surge.

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

Speaker speaker_1: It's not Surge. The last four of my Social Security is 3799.

Speaker speaker_0: Three-seven-nine-nine?

Speaker speaker_1: No, 3799.

Speaker speaker_0: All righty. And if you can confirm your... Oh, give me one second.

Speaker speaker_1: I just don't want it taken out of my check now.

Speaker speaker_0: Yes. If you can confirm your address and date of birth.

Speaker speaker_1: 565 Shingle Lane, Apartment 701. And... What was the other thing I asked for?

Speaker speaker_0: Date of birth.

Speaker speaker_1: 0908 2006.

Speaker speaker_0: Good. What's the city and state?

Speaker speaker_1: Kentucky, Frankfurt.

Speaker speaker_0: Okay. And I have your phone number at 734-406-4237?

Speaker speaker_1: Yes, ma'am. So-

Speaker speaker_0: And you said you would like to cancel, correct?

Speaker speaker_1: Yeah. I just, I don't need the insurance.

Speaker speaker_0: Okay. I can go ahead and cancel that for you. Cancellations do take one to two weeks to process, so it's possible you see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Okay. But it's not gonna like mess up me working for Surge, right? It's just gonna cancel the insurance?

Speaker speaker_0: Correct.

Speaker speaker_1: All right. Well, thank you.

Speaker speaker_0: No problem. Have a good day.