

Transcript: Pearl

Rojas-5641123663921152-4937133796048896

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who else was I speaking with? Uh, my name is Andres Wong, A-N-D-R-E-S W-O-N-G. And how can I assist you? Yeah, I got a message about, uh, uh, something about a TeleRx, and I want to- Do you work for an EPC? ... opt out of it. Okay. The, uh, yeah, I work for Integrity. Integrity. Let's see here. Yeah. And the last four digits of your Social? One, three, eight, seven. All righty. Can you confirm your address and date of birth? Uh, address is 534 211th Street, Geyer, Indiana, 46311. Birthday is 6/3/65. All righty. And I have your phone number as 786-350-9677. Yes, ma'am. And I have your email address as andreswng@yahoom. Yes, ma'am. All righty. And you said you wanted to decline today, correct? Uh, yes. I have, I'm a vet, so I go through the VA for my medical. All righty. So it looks like you already opted out on the 18th of this month, so you're good to go. Okay. Is there anything other I can assist you with? No, that'll be it. Thank you. Thank you so much for calling. You have a great day. All right. You too. Bye. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl . Who else was I speaking with?

Speaker speaker_1: Uh, my name is Andres Wong, A-N-D-R-E-S W-O-N-G.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Yeah, I got a message about, uh, uh, something about a TeleRx, and I want to-

Speaker speaker_0: Do you work for an EPC?

Speaker speaker_1: ... opt out of it.

Speaker speaker_0: Okay.

Speaker speaker_1: The, uh, yeah, I work for Integrity.

Speaker speaker_0: Integrity. Let's see here.

Speaker speaker_1: Yeah.

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

Speaker speaker_1: One, three, eight, seven.

Speaker speaker_0: All righty. Can you confirm your address and date of birth?

Speaker speaker_1: Uh, address is 534 211th Street, Geyer, Indiana, 46311. Birthday is 6/3/65.

Speaker speaker_0: All righty. And I have your phone number as 786-350-9677.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And I have your email address as andreswng@yahoom.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. And you said you wanted to decline today, correct?

Speaker speaker_1: Uh, yes. I have, I'm a vet, so I go through the VA for my medical.

Speaker speaker_0: All righty. So it looks like you already opted out on the 18th of this month, so you're good to go.

Speaker speaker_1: Okay.

Speaker speaker_0: Is there anything other I can assist you with?

Speaker speaker_1: No, that'll be it. Thank you.

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

Speaker speaker_1: All right. You too. Bye.

Speaker speaker_0: Bye.