Transcript: Pearl Rojas-5651171530817536-5914122582016000

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Hello. I'm Lindsey. I work for Surge Agency. Okay. They told me to call this number if I don't want no insurance, so that's why I called. Okay. What are the last four digits of your Social? Um, 9134. Okay. Okay, repeat your name for me. Lindsey, L-I-N-D-S-E-Y. And how long have you been working with Surge? Come again? How long have you been working with Surge? One week. Okay. So they haven't sent us over your information yet, so we can do one of two things. We can create you an account, but I will need your name, address, your full Social, your date of birth, your phone number, and we can decline you today, or we can wait for Surge to send over your information. They do give you 30 days from your first paycheck to do so. It's just however you prefer. Oh. They told me to call you if I don't want that insurance, so that's why I called. Maybe I can give you my information. My name is Lindsey Ann Chloe, IRS, date of birth September 18th, 2001, annexed. What else? Okay. So do you want to create an account and decline you today? 'Cause we don't have your information yet. They haven't sent it over. Yeah. Give me one second. What is your full Social? 9134. No, the whole thing. Huh? The whole Social. My whole Social? Yes. I don't have any. Okay. So then we'll have to wait for Surge to send over s- us over your account. Um, you can call maybe like Wednesday of next week and see if they send your information over and then we can decline you then, 'cause you're not in the system yet. Okay, thank you. No problem. Thank you so much for calling. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Good morning. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with?

Speaker speaker_2: Hello. I'm Lindsey. I work for Surge Agency.

Speaker speaker_1: Okay.

Speaker speaker_2: They told me to call this number if I don't want no insurance, so that's why I called.

Speaker speaker_1: Okay. What are the last four digits of your Social?

Speaker speaker_2: Um, 9134.

Speaker speaker_1: Okay. Okay, repeat your name for me.

Speaker speaker_2: Lindsey, L-I-N-D-S-E-Y.

Speaker speaker_1: And how long have you been working with Surge?

Speaker speaker_2: Come again?

Speaker speaker_1: How long have you been working with Surge?

Speaker speaker_2: One week.

Speaker speaker_1: Okay. So they haven't sent us over your information yet, so we can do one of two things. We can create you an account, but I will need your name, address, your full Social, your date of birth, your phone number, and we can decline you today, or we can wait for Surge to send over your information. They do give you 30 days from your first paycheck to do so. It's just however you prefer.

Speaker speaker_2: Oh. They told me to call you if I don't want that insurance, so that's why I called. Maybe I can give you my information. My name is Lindsey Ann Chloe, IRS, date of birth September 18th, 2001, annexed. What else?

Speaker speaker_1: Okay. So do you want to create an account and decline you today? 'Cause we don't have your information yet. They haven't sent it over.

Speaker speaker_2: Yeah.

Speaker speaker_1: Give me one second. What is your full Social?

Speaker speaker_2: 9134.

Speaker speaker_1: No, the whole thing.

Speaker speaker_2: Huh?

Speaker speaker_1: The whole Social.

Speaker speaker_2: My whole Social?

Speaker speaker_1: Yes.

Speaker speaker_2: I don't have any.

Speaker speaker_1: Okay. So then we'll have to wait for Surge to send over s- us over your account. Um, you can call maybe like Wednesday of next week and see if they send your information over and then we can decline you then, 'cause you're not in the system yet.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: No problem. Thank you so much for calling. Bye.