

## Transcript: Pearl

**Rojas-5718254522515456-5914584742150144**

### Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I advise I'm speaking with? Randall Bradley. And how can I assist you? Uh, I need to, uh, cancel and remove myself from these benefits. Okay. What's the name of the staff agency you work for? Uh, it was, uh, Surge. And the last four digits of your social? 3246. All righty. And if you can... Oh, you said your name is Randall Bradley? It is. 3246. How long have you been working with Surge? Um, I applied just a couple, few weeks, a few weeks ago. That's why I needed to call to cancel within, like, 30 days. They said don't have an account with your name. Um, so we can... Have you, have you started working? Have you received your first paycheck? No. I never, I never, uh, did any employment, so I never got any pay through through them or anything like that. Okay. Um, so we don't have enough... They haven't sent over your information yet, so we can do one of two things. I can create you an account today and decline the coverage. I will need your full social name, address, date of birth, phone number and get you declined today. Or you can wait until Surge sends over your information. They do give you 30 days after your first paycheck to decline. It's just however you prefer. Well, that's probably what she said though, since I ain't got any paycheck or any pay or whatever. Essentially, they... I wouldn't e- even be able to pay anything because I'm not even getting paid. So, I don't think I have anything to worry about, right? Correct. All right. Cool. All right, um. All right. Have a good rest of your day. You as well. Bye-bye. Bye.

### Conversation Format

Speaker speaker\_0: Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I advise I'm speaking with?

Speaker speaker\_1: Randall Bradley.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Uh, I need to, uh, cancel and remove myself from these benefits.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Uh, it was, uh, Surge.

Speaker speaker\_0: And the last four digits of your social?

Speaker speaker\_1: 3246.

Speaker speaker\_0: All righty. And if you can... Oh, you said your name is Randall Bradley?

Speaker speaker\_1: It is.

Speaker speaker\_0: 3246. How long have you been working with Surge?

Speaker speaker\_1: Um, I applied just a couple, few weeks, a few weeks ago. That's why I needed to call to cancel within, like, 30 days.

Speaker speaker\_0: They said don't have an account with your name. Um, so we can... Have you, have you started working? Have you received your first paycheck?

Speaker speaker\_1: No. I never, I never, uh, did any employment, so I never got any pay through th- through them or anything like that.

Speaker speaker\_0: Okay. Um, so we don't have enough... They haven't sent over your information yet, so we can do one of two things. I can create you an account today and decline the coverage. I will need your full social name, address, date of birth, phone number and get you declined today. Or you can wait until Surge sends over your information. They do give you 30 days after your first paycheck to decline. It's just however you prefer.

Speaker speaker\_1: Well, that's probably what she said though, since I ain't got any paycheck or any pay or whatever. Essentially, they... I wouldn't e- even be able to pay anything because I'm not even getting paid. So, I don't think I have anything to worry about, right?

Speaker speaker\_0: Correct.

Speaker speaker\_1: All right. Cool. All right, um. All right. Have a good rest of your day.

Speaker speaker\_0: You as well.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye.