

## **Transcript: Pearl**

**Rojas-5718330902757376-5291660731400192**

### **Full Transcript**

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and pleasure speaking with? Hello, my name is Michael Evans . And how can I assist you? Hi. Um, I received a notice, uh, about surge, uh, be-benefits and, uh, I just want to, uh, deny them. I don't, I don't want, I don't need them. Okay. What are the last four digits of your social? 9897. All righty. And if you can confirm your address and date of birth. Yes. My address is 9475 Spring Blush Avenue, Las Vegas, Nevada 89148 and my date of birth is 12-10-1982. All righty. And I have your phone number as 702-249-9879. Yes, ma'am. And have you emailed us at michael.evanslvhomes@gmail.com? Correct. Yes, ma'am. And and you said we're declining coverage today, correct? Hang on. Uh, I'm sorry. What'd you say? You said we're declining what coverage today? Oh, yes, ma'am. I'm sorry. Yes. All righty. Well, I know that you opted out. Is there anything else I can assist you with? Um, no, ma'am, so there was just... It won't be any money taken out of my check, correct? Correct. Okay. Yep. I am good to go then. Thank you. Okay. Thank you so much for calling. You have a great day. Thank you. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who does and pleasure speaking with?

Speaker speaker\_1: Hello, my name is Michael Evans .

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

Speaker speaker\_1: Hi. Um, I received a notice, uh, about surge, uh, be-benefits and, uh, I just want to, uh, deny them. I don't, I don't want, I don't need them.

Speaker speaker\_0: Okay. What are the last four digits of your social?

Speaker speaker\_1: 9897.

Speaker speaker\_0: All righty. And if you can confirm your address and date of birth.

Speaker speaker\_1: Yes. My address is 9475 Spring Blush Avenue, Las Vegas, Nevada 89148 and my date of birth is 12-10-1982.

Speaker speaker\_0: All righty. And I have your phone number as 702-249-9879.

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: And have you emailed us at michael.evanslvhomes@gmail.com?

Speaker speaker\_1: Correct. Yes, ma'am.

Speaker speaker\_0: And and you said we're declining coverage today, correct?

Speaker speaker\_1: Hang on. Uh, I'm sorry. What'd you say?

Speaker speaker\_0: You said we're declining what coverage today?

Speaker speaker\_1: Oh, yes, ma'am. I'm sorry. Yes.

Speaker speaker\_0: All righty. Well, I know that you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: Um, no, ma'am, so there was just... It won't be any money taken out of my check, correct?

Speaker speaker\_0: Correct.

Speaker speaker\_1: Okay. Yep. I am good to go then. Thank you.

Speaker speaker\_0: Okay. Thank you so much for calling. You have a great day.

Speaker speaker\_1: Thank you. You too. Bye-bye.