

## Transcript: Pearl

**Rojas-5733602339897344-4926084650942464**

### Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good morning. Thank you for calling Benefits with a Card. My name is Pearl, who can I help you with? Hi, Pearl. This is Zachary Harlow. How can I assist you? Um, um, I recently got hired through Surge to build a disperse source in West Point, Virginia. And, um, I was just trying to get my medical benefits before they get activated. I just wanted to cancel it because I already have health insurance. Okay. And what are the last four digits of your social? 8560. And your address and date of birth? 2455 Chelsea Road, 7/10/2001. Can I have your phone number as 804-296-8539? Yep. Can I have your email address as the harlow0@gmail.com? Yep. All right, and you said you wanted to opt out of the coverage, correct? Yes, ma'am. All righty. Well, I'm going to let you opt out. Is there anything else I can assist you with? Uh, no, ma'am, that's it. Thank you so much for calling. You have a great day. Oh, thank you. You, too.

### Conversation Format

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Hi, good morning. Thank you for calling Benefits with a Card. My name is Pearl, who can I help you with?

Speaker speaker\_2: Hi, Pearl. This is Zachary Harlow.

Speaker speaker\_1: How can I assist you?

Speaker speaker\_2: Um, um, I recently got hired through Surge to build a disperse source in West Point, Virginia. And, um, I was just trying to get my medical benefits before they get activated. I just wanted to cancel it because I already have health insurance.

Speaker speaker\_1: Okay. And what are the last four digits of your social?

Speaker speaker\_2: 8560.

Speaker speaker\_1: And your address and date of birth?

Speaker speaker\_2: 2455 Chelsea Road, 7/10/2001.

Speaker speaker\_1: Can I have your phone number as 804-296-8539?

Speaker speaker\_2: Yep.

Speaker speaker\_1: Can I have your email address as the harlow0@gmail.com?

Speaker speaker\_2: Yep.

Speaker speaker\_1: All right, and you said you wanted to opt out of the coverage, correct?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: All righty. Well, I'm going to let you opt out. Is there anything else I can assist you with?

Speaker speaker\_2: Uh, no, ma'am, that's it.

Speaker speaker\_1: Thank you so much for calling. You have a great day.

Speaker speaker\_2: Oh, thank you. You, too.