

## Transcript: Pearl

**Rojas-5761962490904576-4964122520895488**

### Full Transcript

Hi. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you with? Uh, Randy Washington. And how can I assist you? Uh, yes. I was on the, um, website and, uh, I was trying to fill out, you know, the paperwork. For some reason it wouldn't let me, uh... When I was doing the demographics part, it wouldn't let me, uh, move past that. But anyways, I was just trying to, um, deny, uh, the benefits because I didn't want them. So, uh, Surge, they told me to call you guys and, uh, I guess like to have you, uh, automatically, uh, like decline it, so I could get past that part. Okay. So you said Surge. And what is the last four digits of your Social? 5348. All right. Give me one moment. And what is your address and date of birth? Uh, it's uh, 1629 Republic Street and, um, my date of birth is 10/8/86. Okay. I have a different address on file. Uh, what, from 1629 Republic Street? Yeah. There's a different address on file. Uh. Or if you'd like to verify your social security number, I can change the address for you. Yeah, 04280 5348. All right. And you said that address is 1629 Republic Street? Republic. Yeah. What address did you have down? I'm not, I'm not able to tell you. I'm sorry. Oh, okay. And what is the city and state there? Cincinnati, Ohio, 45202. Is it Cleveland, Ohio? No, Cincinnati. Oh, okay. Cincinnati. All right. And I have your phone number as 513-917-9579. No, it's, uh, 513-939-8888. I have your email address as recreated414@gmail.com. No, it's uh, J-A... It's, uh, Jackson1908@gmail.com. Okay. And you said earlier you wanted to decline benefits today, correct? Yes. All right. All right. I went ahead and got you opted out. Is there anything else I can assist you with today? Can you, can you repeat that? I went ahead and got you opted out. Is there anything else I can assist you with? No, that's it. Thank you. Thank you so much for calling. You have a great day. You too.

### Conversation Format

Speaker speaker\_0: Hi. Thank you for calling Benefits in a Card. My name is Pearl. Who can I help you with?

Speaker speaker\_1: Uh, Randy Washington.

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

Speaker speaker\_1: Uh, yes. I was on the, um, website and, uh, I was trying to fill out, you know, the paperwork. For some reason it wouldn't let me, uh... When I was doing the demographics part, it wouldn't let me, uh, move past that. But anyways, I was just trying to, um, deny, uh, the benefits because I didn't want them. So, uh, Surge, they told me to call you guys and, uh, I guess like to have you, uh, automatically, uh, like decline it, so I could get past

that part.

Speaker speaker\_0: Okay. So you said Surge. And what is the last four digits of your Social?

Speaker speaker\_1: 5348.

Speaker speaker\_0: All right. Give me one moment. And what is your address and date of birth?

Speaker speaker\_1: Uh, it's uh, 1629 Republic Street and, um, my date of birth is 10/8/86.

Speaker speaker\_0: Okay. I have a different address on file.

Speaker speaker\_1: Uh, what, from 1629 Republic Street?

Speaker speaker\_0: Yeah. There's a different address on file.

Speaker speaker\_1: Uh.

Speaker speaker\_0: Or if you'd like to verify your social security number, I can change the address for you.

Speaker speaker\_1: Yeah, 04280 5348.

Speaker speaker\_0: All righty. And you said that address is 1629 Republic Street?

Speaker speaker\_1: Republic. Yeah. What address did you have down?

Speaker speaker\_0: I'm not, I'm not able to tell you. I'm sorry.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: And what is the city and state there?

Speaker speaker\_1: Cincinnati, Ohio, 45202.

Speaker speaker\_0: Is it Cleveland, Ohio?

Speaker speaker\_1: No, Cincinnati.

Speaker speaker\_0: Oh, okay. Cincinnati. All right. And I have your phone number as 513-917-9579.

Speaker speaker\_1: No, it's, uh, 513-939-8888.

Speaker speaker\_0: I have your email address as recreated414@gmail.com.

Speaker speaker\_1: No, it's uh, J-A... It's, uh, Jackson1908@gmail.com.

Speaker speaker\_0: Okay. And you said earlier you wanted to decline benefits today, correct?

Speaker speaker\_1: Yes.

Speaker speaker\_0: All righty. All right. I went ahead and got you opted out. Is there anything else I can assist you with today?

Speaker speaker\_1: Can you, can you repeat that?

Speaker speaker\_0: I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker\_1: No, that's it. Thank you.

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

Speaker speaker\_1: You too.