

Transcript: Pearl

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Full Transcript

Hi, good afternoon again. My name is Pearl. Who is this pleasure speaking with? Uh, D'Andrea Simmons. And how can I assist you? Oh, yes, I'm calling because I had just sent in my application for Surge. And, uh, I don't really know, I was trying to find out, I didn't want none of y'all business, but they said you had to do a call-in. Okay. What are the last four digits of your Social? 2459. Mm-mm. Repeat your name for me. D'Andrea Simmons. Okay, and your address and date of birth? Uh, 107B Yancey Circle. Um, birthday, 01/01/'93. Okay. Did you give a different address to Stephanie? Did you recently move? Oh, I did update it. I did update it. I didn't want- Well, what's your previous address? Shit, um, dang, oh, crap. I think it's 206 West, something. I forgot. It's been a minute for that old address. I just- Okay, what is your full Social? 416412459. Okay, provide me with your new address. 107B Yancey, Y-A-N-C-E-Y, Circle, C-I-R-C-L-E. And the city and state? Tuskegee, Alabama. Okay. And I have your phone number as 334-439-9727? No, 334-734-9555. All right. And you said you wanted to decline benefits today, correct? M-ma'am? You said you wanted to decline benefits today, correct? Yes, decline it. Yes, ma'am. All righty. Well then, I got you declined. Is there anything else I can assist you with? Oh, no, ma'am. That's all. Just want to go ahead and get that squared away. All righty. Thank you so much for calling. You have a great day. All right. You too, now. Bye-bye. Bye-bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon again. My name is Pearl. Who is this pleasure speaking with?

Speaker speaker_1: Uh, D'Andrea Simmons.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Oh, yes, I'm calling because I had just sent in my application for Surge. And, uh, I don't really know, I was trying to find out, I didn't want none of y'all business, but they said you had to do a call-in.

Speaker speaker_0: Okay. What are the last four digits of your Social?

Speaker speaker_1: 2459.

Speaker speaker_2: Mm-mm.

Speaker speaker_0: Repeat your name for me.

Speaker speaker_1: D'Andrea Simmons.

Speaker speaker_0: Okay, and your address and date of birth?

Speaker speaker_1: Uh, 107B Yancey Circle. Um, birthday, 01/01/'93.

Speaker speaker_0: Okay. Did you give a different address to Stephanie? Did you recently move?

Speaker speaker_1: Oh, I did update it. I did update it. I didn't want-

Speaker speaker_0: Well, what's your previous address?

Speaker speaker_1: Shit, um, dang, oh, crap. I think it's 206 West, something. I forgot. It's been a minute for that old address. I just-

Speaker speaker_0: Okay, what is your full Social?

Speaker speaker_1: 416412459.

Speaker speaker_0: Okay, provide me with your new address.

Speaker speaker_1: 107B Yancey, Y-A-N-C-E-Y, Circle, C-I-R-C-L-E.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Tuskegee, Alabama.

Speaker speaker_0: Okay. And I have your phone number as 334-439-9727?

Speaker speaker_1: No, 334-734-9555.

Speaker speaker_0: All right. And you said you wanted to decline benefits today, correct?

Speaker speaker_1: M-ma'am?

Speaker speaker_0: You said you wanted to decline benefits today, correct?

Speaker speaker_1: Yes, decline it. Yes, ma'am.

Speaker speaker_0: All righty. Well then, I got you declined. Is there anything else I can assist you with?

Speaker speaker_1: Oh, no, ma'am. That's all. Just want to go ahead and get that squared away.

Speaker speaker_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker_1: All right. You too, now.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Bye-bye.