

Transcript: Pearl

Rojas-5897339846836224-6692457260564480

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who did I say that you're speaking with? Yes. My first name is Poonam and last name is Rani. And how can I assist you? Uh, uh, actually I wanted to cancel my, uh, medical insurance. Okay. What's the name- I applied- ... of the company you just worked for? ... Surge. And the last four digits of your social? 7629. And... How long have you been working with Surge? Uh, I recently started this job. Uh, it's, uh, like, uh, last week I went there two days. Now I started yesterday, so only three, four days I work with them. Okay. So I... We... They haven't sent us your information yet. I can make you an account, but I need your full social, name, address, date of birth, phone number and we can, um, decline the coverage that way or we can wait until Surge send us, sends us your information. They give you 30 days from the date of your first paycheck to say that you don't want the coverage. It's just however you prefer. Yes. Do you want me to make the account today or wait? You need all of my information? Yes. You can make the account. I already going for work every day now. Okay. It will be regular work from today. Okay. What is your full social? Uh, 6657... 665257629. Okay. What's your name? My first name Poonam. P as in Peter, O, ostrich, O, ostrich, N and Nancy, A like apple, M like Mary, and last name Rani, R-A-N-I. Okay. Actually I do have an account here for you. Yeah. And you said you don't want the insurance, correct? Yes. Okay. I went ahead and got you opted out. Is there anything else I can assist you with? No, that is it. Thank you, ma'am. Thank you so much for calling. Have a good day. Have a good day. Bye. Hello? Uh-huh.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Hi, good afternoon. Thank you for calling Benefit in a Card. My name is Pearl. Who did I say that you're speaking with?

Speaker speaker_2: Yes. My first name is Poonam and last name is Rani.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Uh, uh, actually I wanted to cancel my, uh, medical insurance.

Speaker speaker_1: Okay. What's the name-

Speaker speaker_2: I applied-

Speaker speaker_1: ... of the company you just worked for?

Speaker speaker_2: ... Surge.

Speaker speaker_1: And the last four digits of your social?

Speaker speaker_2: 7629.

Speaker speaker_1: And... How long have you been working with Surge?

Speaker speaker_2: Uh, I recently started this job. Uh, it's, uh, like, uh, last week I went there two days. Now I started yesterday, so only three, four days I work with them.

Speaker speaker_1: Okay. So I... We... They haven't sent us your information yet. I can make you an account, but I need your full social, name, address, date of birth, phone number and we can, um, decline the coverage that way or we can wait until Surge send us, sends us your information. They give you 30 days from the date of your first paycheck to say that you don't want the coverage. It's just however you prefer.

Speaker speaker_2: Yes.

Speaker speaker_1: Do you want me to make the account today or wait?

Speaker speaker_2: You need all of my information? Yes. You can make the account. I already going for work every day now.

Speaker speaker_1: Okay.

Speaker speaker_2: It will be regular work from today.

Speaker speaker_1: Okay. What is your full social?

Speaker speaker_2: Uh, 6657... 665257629.

Speaker speaker_1: Okay. What's your name?

Speaker speaker_2: My first name Poonam. P as in Peter, O, ostrich, O, ostrich, N and Nancy, A like apple, M like Mary, and last name Rani, R-A-N-I.

Speaker speaker_1: Okay. Actually I do have an account here for you.

Speaker speaker_2: Yeah.

Speaker speaker_1: And you said you don't want the insurance, correct?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_2: No, that is it. Thank you, ma'am.

Speaker speaker_1: Thank you so much for calling. Have a good day.

Speaker speaker_2: Have a good day. Bye. Hello?

Speaker speaker_1: Uh-huh.