

Transcript: Pearl

Rojas-5919285814411264-4941696853524480

Full Transcript

Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who can I speaking with? Mary Lackey. And how can I assist you? Uh, I'm going to be working for Surge, uh, Monday, a company called S-U-R-G-E. But the lady told me if I didn't want that medical and dental license insurance to call you guys and cancel it now, 'cause I don't want it. Okay. What are the last four digits of your social? 8213. 8213, you said? Mm-hmm. Okay. Let's see. Repeat your name for me. Mary, M-A-R-Y Lackey, L-A-C-K-E-Y. Okay. So they haven't sent us every information yet, so we can do one of two things. I can create your account today, but I will need your full social name, address, date of birth, phone number to get you declined today, or we can wait until Surge sends over your information. They do give you 30 days after your first paycheck to decline the coverage. It's just however you prefer. No, I want to do it today, so they don't have to take it out my check. Okay. What is your full social? 253-90-8213. All righty. And your address? 2505 Vera, V-E-R-A, Avenue, Cincinnati, Ohio. Apartment 3. The zip is 45237. That is your Apartment 3? Yes. And your date of birth? 09/08/'55. Your phone number? 513-602-2481. All righty. And we're declining coverage today, correct? Please. All righty. So when I got you opted out, is there anything I can assist you with? No, that's it. So you canceled it now? I did decline your coverage, yes. Okay then. Thank you, honey. Have a blessed day. Thank you for calling. You as well. Bye-bye. Bye.

Conversation Format

Speaker speaker_0: Hi. Good morning. Thank you for calling Benefits in a Card. My name is Pearl Hood. Who can I speaking with?

Speaker speaker_1: Mary Lackey.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Uh, I'm going to be working for Surge, uh, Monday, a company called S-U-R-G-E. But the lady told me if I didn't want that medical and dental license insurance to call you guys and cancel it now, 'cause I don't want it.

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

Speaker speaker_1: 8213.

Speaker speaker_0: 8213, you said?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Okay. Let's see. Repeat your name for me.

Speaker speaker_1: Mary, M-A-R-Y Lackey, L-A-C-K-E-Y.

Speaker speaker_0: Okay. So they haven't sent us every information yet, so we can do one of two things. I can create your account today, but I will need your full social name, address, date of birth, phone number to get you declined today, or we can wait until Surge sends over your information. They do give you 30 days after your first paycheck to decline the coverage. It's just however you prefer.

Speaker speaker_1: No, I want to do it today, so they don't have to take it out my check.

Speaker speaker_0: Okay. What is your full social?

Speaker speaker_1: 253-90-8213.

Speaker speaker_0: All righty. And your address?

Speaker speaker_1: 2505 Vera, V-E-R-A, Avenue, Cincinnati, Ohio. Apartment 3. The zip is 45237.

Speaker speaker_0: That is your Apartment 3?

Speaker speaker_1: Yes.

Speaker speaker_0: And your date of birth?

Speaker speaker_1: 09/08/'55.

Speaker speaker_0: Your phone number?

Speaker speaker_1: 513-602-2481.

Speaker speaker_0: All righty. And we're declining coverage today, correct?

Speaker speaker_1: Please.

Speaker speaker_0: All righty. So when I got you opted out, is there anything I can assist you with?

Speaker speaker_1: No, that's it. So you canceled it now?

Speaker speaker_0: I did decline your coverage, yes.

Speaker speaker_1: Okay then. Thank you, honey. Have a blessed day.

Speaker speaker_0: Thank you for calling. You as well.

Speaker speaker_1: Bye-bye.

Speaker speaker_0: Bye.