

Transcript: Pearl

Rojas-5923014858817536-6615075018817536

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with? Yeah, my name is Anthony Jeffrey. Um, I started a job with Surge. Um, I just wanna... I got a text, um, it says, "Congrat- Congrats on your job with Surge. You'll be auto-enrolled in Meck Tel RX within 30 days." But I think I already called in off hours. Can you check on that for me please? Of course. What are the last four digits of your Social? 3318. 3318? All righty. Hmm. And if you can confirm your age and date of birth? 07/06/1996. And your address? 227A North 9th Street, Cambridge, Ohio. All righty. And I have your phone number as 740-705-4856? Yeah. Can I have your email address at tonyjeffery73@gmail.com? Yes. All righty. Yes, I have you called back on the 15th to, to decline the auto-enrollment. I was just wondering because I got a text about it. I just didn't know. Yeah, you'll get that text message once a week for the first 30 days. Okay, so I'm good? Yep. All right. Thanks. No problem. Thank you for calling. Have a great day. You too. Bye-bye.

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 Benefits in a Card. My name is Pearl. Who can I have the pleasure of speaking with?

Speaker speaker_2: Yeah, my name is Anthony Jeffrey. Um, I started a job with Surge. Um, I just wanna... I got a text, um, it says, "Congrat- Congrats on your job with Surge. You'll be auto-enrolled in Meck Tel RX within 30 days." But I think I already called in off hours. Can you check on that for me please?

Speaker speaker_1: Of course. What are the last four digits of your Social?

Speaker speaker_2: 3318.

Speaker speaker_1: 3318? All righty. Hmm. And if you can confirm your age and date of birth?

Speaker speaker_2: 07/06/1996.

Speaker speaker_1: And your address?

Speaker speaker_2: 227A North 9th Street, Cambridge, Ohio.

Speaker speaker_1: All righty. And I have your phone number as 740-705-4856?

Speaker speaker_2: Yeah.

Speaker speaker_1: Can I have your email address at tonyjeffery73@gmail.com?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. Yes, I have you called back on the 15th to, to decline the auto-enrollment.

Speaker speaker_2: I was just wondering because I got a text about it. I just didn't know.

Speaker speaker_1: Yeah, you'll get that text message once a week for the first 30 days.

Speaker speaker_2: Okay, so I'm good?

Speaker speaker_1: Yep.

Speaker speaker_2: All right. Thanks.

Speaker speaker_1: No problem. Thank you for calling. Have a great day.

Speaker speaker_2: You too. Bye-bye.