

Transcript: Pearl

Rojas-5937740293128192-5051703069032448

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 did I receive a message with? Patricia Spence. And how can I assist you? Um, I got a text saying that, um, I'm going to be auto enrolled in TelRX and I don't wish to be. Okay. What's the name of the staff agency you work for? Um, Serge. And the last four digits of your social? 9336. All righty. And if you can confirm your address and date of birth for me. 5110 Chestnut Hills Road, Newark, Ohio 43055, uh, 2559. Can I get your email add- um, your phone number at 740-403-2499? Yes. Can I have your email address as spencer, um, sorry, spencep@denison.edu? Yes. All righty. And you said you wanted to decline enrol- uh, decline the coverage today, correct? Yes. Yes. All righty. Well, I went ahead and got you opted out. Is there anything else I can assist you with? That's it. Thank you. Thank you so much 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 did I receive a message with?

Speaker speaker_2: Patricia Spence.

Speaker speaker_1: And how can I assist you?

Speaker speaker_2: Um, I got a text saying that, um, I'm going to be auto enrolled in TelRX and I don't wish to be.

Speaker speaker_1: Okay. What's the name of the staff agency you work for?

Speaker speaker_2: Um, Serge.

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

Speaker speaker_2: 9336.

Speaker speaker_1: All righty. And if you can confirm your address and date of birth for me.

Speaker speaker_2: 5110 Chestnut Hills Road, Newark, Ohio 43055, uh, 2559.

Speaker speaker_1: Can I get your email add- um, your phone number at 740-403-2499?

Speaker speaker_2: Yes.

Speaker speaker_1: Can I have your email address as spencer, um, sorry, spencep@denison.edu?

Speaker speaker_2: Yes.

Speaker speaker_1: All righty. And you said you wanted to decline enrol- uh, decline the coverage today, correct?

Speaker speaker_2: Yes. Yes.

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

Speaker speaker_2: That's it. Thank you.

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

Speaker speaker_2: You too. Bye-bye.