

Transcript: Pearl

Rojas-6043031250190336-5041128886288384

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 am I going to be speaking with? Austin Vance. And how can I assist you, Mr. Vance? Uh, I, I was told that I have to call this number before 30 days to make sure I decline the, uh, benefits. Okay. What's the name of the company you work for? Serge. And the last four digits of your social? 3173. Okay, give me one moment. And if you can confirm your address and date of birth for me. Uh, I think it's 19567 Harville Road and January 11th, 1995. All right. What's the city and state there? Logan, Ohio. Okay. Can I have your phone number as 380-261-0122? Yep. Can I have your email address as aaravance@gmail.com? Yep. All righty. So we're opting out of benefits today, correct? Yep. All righty. Well, I think that's your decline. Is there anything else I can assist you with? That's it. Thank you so much for calling. You have a great day. You too.

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 am I going to be speaking with?

Speaker speaker_2: Austin Vance.

Speaker speaker_1: And how can I assist you, Mr. Vance?

Speaker speaker_2: Uh, I, I was told that I have to call this number before 30 days to make sure I decline the, uh, benefits.

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

Speaker speaker_2: Serge.

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

Speaker speaker_2: 3173.

Speaker speaker_1: Okay, give me one moment. And if you can confirm your address and date of birth for me.

Speaker speaker_2: Uh, I think it's 19567 Harville Road and January 11th, 1995.

Speaker speaker_1: All right. What's the city and state there?

Speaker speaker_2: Logan, Ohio.

Speaker speaker_1: Okay. Can I have your phone number as 380-261-0122?

Speaker speaker_2: Yep.

Speaker speaker_1: Can I have your email address as aaravance@gmail.com?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. So we're opting out of benefits today, correct?

Speaker speaker_2: Yep.

Speaker speaker_1: All righty. Well, I think that's your decline. Is there anything else I can assist you with?

Speaker speaker_2: That's it.

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

Speaker speaker_2: You too.