

Transcript: Pearl

Rojas-6210902790684672-5693297810128896

Full Transcript

Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who's this speaking with? Hi, this is Dakota Patterson. How can I assist you? Hi. I was just calling because I work with Surge and I was just calling to, uh, get, uh, decline, uh, the benefits. They told me I had to call this number. Okay. Uh, to just tell 'em I don't need it. Okay, give me one moment. Okay. And what are the last four digits of your social? 2526. All right. Can you verify your address and date of birth? Uh, 131 South Washington Street, uh, Delaware, Ohio 43015 and my birthdate is 8-15-1992. Okay, can I have your former address, 220-238-9257? Yes. And you said you wanted to decline coverage today, correct? Yes. All right. ?? Is there anything else I can assist you with? What'd you say? I went ahead and got you opted out. Is there anything else I can assist you with? Nope, that's it. Thank you so much for calling. You have a great day. You too. Bye.

Conversation Format

Speaker speaker_0: Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl Luna. Who's this speaking with?

Speaker speaker_1: Hi, this is Dakota Patterson.

Speaker speaker_0: How can I assist you?

Speaker speaker_1: Hi. I was just calling because I work with Surge and I was just calling to, uh, get, uh, decline, uh, the benefits. They told me I had to call this number.

Speaker speaker_0: Okay.

Speaker speaker_1: Uh, to just tell 'em I don't need it.

Speaker speaker_0: Okay, give me one moment.

Speaker speaker_1: Okay.

Speaker speaker_0: And what are the last four digits of your social?

Speaker speaker_1: 2526.

Speaker speaker_0: All right. Can you verify your address and date of birth?

Speaker speaker_1: Uh, 131 South Washington Street, uh, Delaware, Ohio 43015 and my birthdate is 8-15-1992.

Speaker speaker_0: Okay, can I have your former address, 220-238-9257?

Speaker speaker_1: Yes.

Speaker speaker_0: And you said you wanted to decline coverage today, correct?

Speaker speaker_1: Yes.

Speaker speaker_0: All right. ?? Is there anything else I can assist you with?

Speaker speaker_1: What'd you say?

Speaker speaker_0: I went ahead and got you opted out. Is there anything else I can assist you with?

Speaker speaker_1: Nope, that's it.

Speaker speaker_0: Thank you so much for calling. You have a great day.

Speaker speaker_1: You too. Bye.