

Transcript: Pearl

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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 do I have the pleasure of speaking with? Uh, David Jordan. And how can I assist you, Mr. Jordan? I'm calling to, uh, let you guys know that I, I don't want your, uh, insurance. Okay. What's the name of the staff agency you work for? Uh, Surge. And the last four digits of your social? Uh, five, six, seven, nine. Five, six, seven, nine. Okay, bear with me one moment. All right. And you said David, correct? Yes, ma'am. And how long have you been working with Surge? Pardon me? Oh, I ain't started- How long have you been- I ain't started yet. Okay. I start, I start Tuesday. Okay, so we can do one of two things. Currently, they haven't sent over your information, um, so we could either wait for them to send over your information and decline you then. They do give you 30 days from the date of your first paycheck to do so. Or we can create your account right now, but I would need your full social name, address, date of birth, phone number, uh, and get the, to get to decline you today. So if I wait for the 30 days and just call you back after everything gets through, then it'd be easier to just call you back then, right? If you call us on the date of your... Yeah, if you call us on the date of your first paycheck, um, you should be then, and we'll be able to decline you because they give you still 30 days after your first paycheck. As long as you do it before then. Okay? All right, thank you very much, ma'am. I appreciate it. No problem, thank you so much for calling. Bye-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 do I have the pleasure of speaking with?

Speaker speaker_2: Uh, David Jordan.

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

Speaker speaker_2: I'm calling to, uh, let you guys know that I, I don't want your, uh, insurance.

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

Speaker speaker_2: Uh, Surge.

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

Speaker speaker_2: Uh, five, six, seven, nine.

Speaker speaker_1: Five, six, seven, nine. Okay, bear with me one moment. All right. And you said David, correct?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: And how long have you been working with Surge?

Speaker speaker_2: Pardon me? Oh, I ain't started-

Speaker speaker_1: How long have you been-

Speaker speaker_2: I ain't started yet.

Speaker speaker_1: Okay.

Speaker speaker_2: I start, I start Tuesday.

Speaker speaker_1: Okay, so we can do one of two things. Currently, they haven't sent over your information, um, so we could either wait for them to send over your information and decline you then. They do give you 30 days from the date of your first paycheck to do so. Or we can create your account right now, but I would need your full social name, address, date of birth, phone number, uh, and get the, to get to decline you today.

Speaker speaker_2: So if I wait for the 30 days and just call you back after everything gets through, then it'd be easier to just call you back then, right?

Speaker speaker_1: If you call us on the date of your... Yeah, if you call us on the date of your first paycheck, um, you should be then, and we'll be able to decline you because they give you still 30 days after your first paycheck. As long as you do it before then. Okay?

Speaker speaker_2: All right, thank you very much, ma'am. I appreciate it.

Speaker speaker_1: No problem, thank you so much for calling. Bye-bye.

Speaker speaker_2: Bye.