

Transcript: Pearl

Rojas-6243331001335808-5402204606087168

Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... Who does ... What's your security number? Hello. Good afternoon, ma'am. Hello? How can I ass- Yes, how can I assist you? Yeah, my, my name is Adeyinka Olawaju. So please, I don't want them to be deducting my money because you are deducting my money every week, so I don't know why. Okay, what's the name of the staffing agency you work for? So my name is Adeyinka Olawaju. The name of the staffing agency. The, yeah, Surge Staffing. And the last four digits of your social? Uh, 3-3-1-2-6-5-3-6-5-3-5-2-7. I just need the last four. 3-5-2-7. All righty, give me one second. Repeat your name for me. Hello? Your name, repeat it for me. My name, A-D-E Y-I-N-K-A, Adeyinka. A-D-E- How long... Go ahead. Hello? How long have you been working for Surge? Say what? How long have you been working for Surge? I'll be working for them I think almost going to four months now. I start work by December 2nd. Okay. December 2. All righty, and what is your address and date of birth? My date of birth is 4/4/1974, so address is- And your address? Hello? Yes, your address? 55... Hello? Yes? Hello? Hello. Yes, your address, please. Are you... Hey man. Sorry. The police loco. La poli loco ta loco. Hello? Hello? Yeah, can you provide your address? 55915, 55915 Tramer Road, Apartment N3. Did you change addresses or give a different one to the agency? Hello? Yeah, I changed my address. What's your old address? My old address is 7591 Pine Arbus Drive, Riverdale. And the state? Georgia. Can I have your phone number, it's 267-358-4069? 470-6235. Hello? Yes. Yeah, that's my phone number. And you said you want to cancel your coverage? Say what? You want to cancel the, the insurance? Yeah, I want to cancel the insurance. Okay, cancellations take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two. Say what? Deductions, uh, cancellations take one to two weeks to process, so you may see one or two more deductions, okay? Okay. Do you have any questions? No, not yet. Thank you so much for calling. You have a great day. You too, ma'am.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl ... Who does ... What's your security number?

Speaker speaker_1: Hello. Good afternoon, ma'am. Hello?

Speaker speaker_0: How can I ass- Yes, how can I assist you?

Speaker speaker_1: Yeah, my, my name is Adeyinka Olawaju. So please, I don't want them to be deducting my money because you are deducting my money every week, so I don't know

why.

Speaker speaker_0: Okay, what's the name of the staffing agency you work for?

Speaker speaker_1: So my name is Adeyinka Olawaju.

Speaker speaker_0: The name of the staffing agency.

Speaker speaker_1: The, yeah, Surge Staffing.

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

Speaker speaker_1: Uh, 3-3-1-2-6-5-3-6-5-3-5-2-7.

Speaker speaker_0: I just need the last four.

Speaker speaker_1: 3-5-2-7.

Speaker speaker_0: All righty, give me one second. Repeat your name for me.

Speaker speaker_1: Hello?

Speaker speaker_0: Your name, repeat it for me.

Speaker speaker_1: My name, A-D-E Y-I-N-K-A, Adeyinka. A-D-E-

Speaker speaker_0: How long... Go ahead.

Speaker speaker_1: Hello?

Speaker speaker_0: How long have you been working for Surge?

Speaker speaker_1: Say what?

Speaker speaker_0: How long have you been working for Surge?

Speaker speaker_1: I'll be working for them I think almost going to four months now. I start work by December 2nd.

Speaker speaker_0: Okay.

Speaker speaker_1: December 2.

Speaker speaker_0: All righty, and what is your address and date of birth?

Speaker speaker_1: My date of birth is 4/4/1974, so address is-

Speaker speaker_0: And your address?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, your address?

Speaker speaker_1: 55... Hello?

Speaker speaker_0: Yes?

Speaker speaker_1: Hello?

Speaker speaker_0: Hello. Yes, your address, please.

Speaker speaker_1: Are you...

Speaker speaker_2: Hey man.

Speaker speaker_1: Sorry.

Speaker speaker_2: The police loco.

Speaker speaker_1: La poli loco ta loco.

Speaker speaker_0: Hello? Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: Yeah, can you provide your address?

Speaker speaker_1: 55915, 55915 Tramer Road, Apartment N3.

Speaker speaker_0: Did you change addresses or give a different one to the agency?

Speaker speaker_1: Hello? Yeah, I changed my address.

Speaker speaker_0: What's your old address?

Speaker speaker_1: My old address is 7591 Pine Arbus Drive, Riverdale.

Speaker speaker_0: And the state?

Speaker speaker_1: Georgia.

Speaker speaker_0: Can I have your phone number, it's 267-358-4069?

Speaker speaker_1: 470-6235. Hello?

Speaker speaker_0: Yes.

Speaker speaker_1: Yeah, that's my phone number.

Speaker speaker_0: And you said you want to cancel your coverage?

Speaker speaker_1: Say what?

Speaker speaker_0: You want to cancel the, the insurance?

Speaker speaker_1: Yeah, I want to cancel the insurance.

Speaker speaker_0: Okay, cancellations take one to two weeks to process, so you may see one or two more deductions, but at most it'd be two.

Speaker speaker_1: Say what?

Speaker speaker_0: Deductions, uh, cancellations take one to two weeks to process, so you may see one or two more deductions, okay?

Speaker speaker_1: Okay.

Speaker speaker_0: Do you have any questions?

Speaker speaker_1: No, not yet.

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

Speaker speaker_1: You too, ma'am.