

Transcript: Pearl

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Full Transcript

Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with? Yeah, this is Wesley Robinson. And how can I assist you? I called, calling to cancel the insurance. Okay, and what's the name of the staffing agency you work for? Can't think of it right off hand. I'm sorry, can't you... I know it's in- Uh-huh. I know it's in Burton. Can you hear me? Yes, sorry, you were breaking up. What was that? I know it's in Frankfort. Okay, in order to find your account and have it canceled, I do need the name of the staffing agency. Let's see. Let me look it up real quick. Uh, let's see. Is Surge Staffing? Surge Staffing? Okay. That's- And that last four digits of your social? Uh, 3143. All right. Um, how long have you been working with Surge? Say what? How long have you been working with Surge? I just started today. Okay, so your information isn't in the system yet, so we can do one of two things. I can create you an account right now. I will need your full social name, address, date of birth, phone number and get you opted out. Or we can wait until Surge sends over the information. They do give you 30 days from the date of your first paycheck to decline. It's just however you prefer. Is there a way I can, I can put in for it now and, and cancel it? We can create you an account, but I will need all your information. All right. What do you need? What is your full social? 404-43-3143. Okay, and your full name? Wesley Wayne Robinson. Your address? 1515 Constantine- I'm sorry, repeat that. Constantine Fairfield Road. Fairfield Road? Fairfield. Hello? Can you hear me? You're breaking up really bad. You said that was Fairfield Road? Yeah, it's Fairfield Road. Okay, and the city and state? In Constantine, Kentucky. Okay. And your date of birth? Uh, 2/25/1992. Okay, your phone number? 270-547-0922. Okay, and you said you don't want the coverage today, correct? Yep, don't want this coverage. All right. All right, I went ahead and got you opted out. Is there anything else I can assist you with today? No, that'll be it. And- Thank you so much for calling. You have a great day. All righty.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who did I have the pleasure of speaking with?

Speaker speaker_1: Yeah, this is Wesley Robinson.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: I called, calling to cancel the insurance.

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

Speaker speaker_1: Can't think of it right off hand.

Speaker speaker_0: I'm sorry, can't you...

Speaker speaker_1: I know it's in-

Speaker speaker_0: Uh-huh.

Speaker speaker_1: I know it's in Burton. Can you hear me?

Speaker speaker_0: Yes, sorry, you were breaking up. What was that?

Speaker speaker_1: I know it's in Frankfort.

Speaker speaker_0: Okay, in order to find your account and have it canceled, I do need the name of the staffing agency.

Speaker speaker_1: Let's see. Let me look it up real quick. Uh, let's see. Is Surge Staffing?

Speaker speaker_0: Surge Staffing? Okay.

Speaker speaker_1: That's-

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

Speaker speaker_1: Uh, 3143.

Speaker speaker_0: All righty. Um, how long have you been working with Surge?

Speaker speaker_1: Say what?

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

Speaker speaker_1: I just started today.

Speaker speaker_0: Okay, so your information isn't in the system yet, so we can do one of two things. I can create you an account right now. I will need your full social name, address, date of birth, phone number and get you opted out. Or we can wait until Surge sends over the information. They do give you 30 days from the date of your first paycheck to decline. It's just however you prefer.

Speaker speaker_1: Is there a way I can, I can put in for it now and, and cancel it?

Speaker speaker_0: We can create you an account, but I will need all your information.

Speaker speaker_1: All right. What do you need?

Speaker speaker_0: What is your full social?

Speaker speaker_1: 404-43-3143.

Speaker speaker_0: Okay, and your full name?

Speaker speaker_1: Wesley Wayne Robinson.

Speaker speaker_0: Your address?

Speaker speaker_1: 1515 Constantine-

Speaker speaker_0: I'm sorry, repeat that.

Speaker speaker_1: Constantine Fairfield Road.

Speaker speaker_0: Fairfield Road?

Speaker speaker_1: Fairfield.

Speaker speaker_0: Hello?

Speaker speaker_1: Can you hear me?

Speaker speaker_0: You're breaking up really bad. You said that was Fairfield Road?

Speaker speaker_1: Yeah, it's Fairfield Road.

Speaker speaker_0: Okay, and the city and state?

Speaker speaker_1: In Constantine, Kentucky.

Speaker speaker_0: Okay. And your date of birth?

Speaker speaker_1: Uh, 2/25/1992.

Speaker speaker_0: Okay, your phone number?

Speaker speaker_1: 270-547-0922.

Speaker speaker_0: Okay, and you said you don't want the coverage today, correct?

Speaker speaker_1: Yep, don't want this coverage.

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

Speaker speaker_1: No, that'll be it. And-

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

Speaker speaker_1: All righty.