

Transcript: Pearl

Rojas-6316256381419520-5575280385900544

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? Uh, yes, my name is Julian Aguanaga. Um- How may I assist you? Um, yes, I work with Surge and they sent me, uh, the text saying that if, uh, that I was gonna be automatically enrolled for benefits, but I do not, I don't want 'em. I, I currently have my own personal insurance. Okay. And what are the last four digits of your social? 1457. Take a look. And what is your address and date of birth? Uh, my date of birth is 9/27/82 and my address is 3326 Robertson Road. And the city and state? Um, the, the state is Florida and the city is Lakeland. Okay. And I have your phone number as 830-352-5273. Yes, ma'am. And your email address is SmokeDog4Life@t-Mobile? Yes, ma'am. And you said you wanted to decline coverage, correct? Yes, ma'am. All righty. Well, I got you opted out. Is there anything other I can assist you with? No, ma'am. That was all. All righty. Thank you so much for calling. You have a great day. All right. Thank you.

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: Uh, yes, my name is Julian Aguanaga. Um-

Speaker speaker_0: How may I assist you?

Speaker speaker_1: Um, yes, I work with Surge and they sent me, uh, the text saying that if, uh, that I was gonna be automatically enrolled for benefits, but I do not, I don't want 'em. I, I currently have my own personal insurance.

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

Speaker speaker_1: 1457.

Speaker speaker_0: Take a look. And what is your address and date of birth?

Speaker speaker_1: Uh, my date of birth is 9/27/82 and my address is 3326 Robertson Road.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Um, the, the state is Florida and the city is Lakeland.

Speaker speaker_0: Okay. And I have your phone number as 830-352-5273.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And your email address is SmokeDog4Life@t-Mobile?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All righty. Well, I got you opted out. Is there anything other I can assist you with?

Speaker speaker_1: No, ma'am. That was all.

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

Speaker speaker_1: All right. Thank you.