

Transcript: Pearl

Rojas-6540880254910464-5273041711710208

Full Transcript

Hi, good afternoon. Thank you- Hello. ... for calling Benefits in a Card. My name is Pearl. What other person speaking with? Uh, Henson, Junior. Can I help you, miss? Uh, yeah. I work, I work through Surge, and I was requesting to, to take me off that- Okay. ... insur- that, the insurance thing where you- Right. ... guys don't take the money out of my paycheck because I don't- Okay, what- ... I don't need insurance. Okay. What are the last four digits of your social? 74119. And your address and date of birth? Uh, 11685 151 Huber Street, uh, Lancaster, Ohio, 43430 43130. You have a different address on file. Oh, well you saw that, 929 Ohio Street. Change the address you received for me. 929 Ohio Street, Zanesville, Ohio- Yes. ... 43701. Yeah. It's just because I'm in a halfway house right now, and I, I use their address sometimes. But yeah, we can use mom and dad's address. That's fine. Okay. Okay, and you said you wanted to decline coverage, correct? Yeah, deny, yeah, deny it. Yep. Okay, well, I just have to add. Is there anything else I can assist you with? Uh, no, that's it. That's all. Uh, do you, do you have anything to do with like how I get on that, the op, the website, or do I have to call Surge? Anything to do with what website? Where it says opt, uh, like to see, like, to see if I got, to see where I declined it on the website. I think I have to call Surge. Um, so you would just go to mybiac.com/surge, and then, um, register there. Okay. Will you say that one more time? B- My- Oh yeah, my. B-I-A-C. B-I-A-C.com? Uh-huh, /surge. And it's B-I-A-C. All right. Okay? B-I-A-C. Yes. All right. And then you're gonna click on where it says Enroll/Decline Coverage and register there. Okay. Thank you so much for calling. You have a good day. You too. Bye.

Conversation Format

Speaker speaker_0: Hi, good afternoon. Thank you-

Speaker speaker_1: Hello.

Speaker speaker_0: ... for calling Benefits in a Card. My name is Pearl. What other person speaking with?

Speaker speaker_1: Uh, Henson, Junior.

Speaker speaker_0: Can I help you, miss?

Speaker speaker_1: Uh, yeah. I work, I work through Surge, and I was requesting to, to take me off that-

Speaker speaker_0: Okay.

Speaker speaker_1: ... insur- that, the insurance thing where you-

Speaker speaker_0: Right.

Speaker speaker_1: ... guys don't take the money out of my paycheck because I don't-

Speaker speaker_0: Okay, what-

Speaker speaker_1: ... I don't need insurance.

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

Speaker speaker_1: 74119.

Speaker speaker_0: And your address and date of birth?

Speaker speaker_1: Uh, 11685 151 Huber Street, uh, Lancaster, Ohio, 43430 43130.

Speaker speaker_0: You have a different address on file.

Speaker speaker_1: Oh, well you saw that, 929 Ohio Street.

Speaker speaker_0: Change the address you received for me.

Speaker speaker_1: 929 Ohio Street, Zanesville, Ohio-

Speaker speaker_0: Yes.

Speaker speaker_1: ... 43701. Yeah. It's just because I'm in a halfway house right now, and I, I use their address sometimes. But yeah, we can use mom and dad's address. That's fine.

Speaker speaker_0: Okay. Okay, and you said you wanted to decline coverage, correct?

Speaker speaker_1: Yeah, deny, yeah, deny it. Yep.

Speaker speaker_0: Okay, well, I just have to add. Is there anything else I can assist you with?

Speaker speaker_1: Uh, no, that's it. That's all. Uh, do you, do you have anything to do with like how I get on that, the op, the website, or do I have to call Surge?

Speaker speaker_0: Anything to do with what website?

Speaker speaker_1: Where it says opt, uh, like to see, like, to see if I got, to see where I declined it on the website. I think I have to call Surge.

Speaker speaker_0: Um, so you would just go to mybiac.com/surge, and then, um, register there.

Speaker speaker_1: Okay. Will you say that one more time? B-

Speaker speaker_0: My-

Speaker speaker_1: Oh yeah, my.

Speaker speaker_0: B-I-A-C.

Speaker speaker_1: B-I-A-C.com?

Speaker speaker_0: Uh-huh, /surge. And it's B-I-A-C.

Speaker speaker_1: All right.

Speaker speaker_0: Okay?

Speaker speaker_1: B-I-A-C.

Speaker speaker_0: Yes.

Speaker speaker_1: All right.

Speaker speaker_0: And then you're gonna click on where it says Enroll/Decline Coverage and register there.

Speaker speaker_1: Okay.

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

Speaker speaker_1: You too. Bye.