

Transcript: Pearl

Rojas-6614056720711680-4591603261685760

Full Transcript

Hi. Good afternoon. Thank you for calling Benefits in a Card. My name is Pearl. Who do I have the pleasure of speaking with? Um, Joyce Cox. And how can I assist you? Um, I was just calling to let you guys know that I don't need the, um, insurance. Okay. And what's the name of the staffing agency you work for? Um, Surge. And the last four digits of your social? 9828. All righty. And how long have you been working for Surge? Huh? How long have you been working with Surge? Um, well, I just started working through Surge. Okay. Um- But you told me to call so I went and take it, you know, out of my check and stuff. 'Cause I already have insurance. Yep. Okay. So they haven't sent us over your information yet, so we can do one of two things. Mm-hmm. We can create your account today- Okay. ... but it will need your full social, name, address, date of birth- Okay. ... phone number, E... Okay? Okay. Yes, ma'am. And what is your full social? Uh, 288-74-9828. And you said Joyce Cox, correct? C-y- Yes, ma'am. Yeah. And what is your address? Uh, 2242 Don Light Avenue. And the city and state? Columbus, Ohio 43211. Date of birth? Uh, 2-26-1979. Phone number? 614-972-3546. Right. And you said you're opting out of benefits today, correct? Yes, ma'am. All right. I went and got you opted out. Is there anything else I can assist you with? Um, no, ma'am. That'll be all. Thank you, sir, for calling. Have a great day. You too. All right. Bye-bye.

Conversation Format

Speaker speaker_0: 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_1: Um, Joyce Cox.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I was just calling to let you guys know that I don't need the, um, insurance.

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

Speaker speaker_1: Um, Surge.

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

Speaker speaker_1: 9828.

Speaker speaker_0: All righty. And how long have you been working for Surge?

Speaker speaker_1: Huh?

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

Speaker speaker_1: Um, well, I just started working through Surge.

Speaker speaker_0: Okay. Um-

Speaker speaker_1: But you told me to call so I went and take it, you know, out of my check and stuff. 'Cause I already have insurance.

Speaker speaker_0: Yep. Okay. So they haven't sent us over your information yet, so we can do one of two things.

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: We can create your account today-

Speaker speaker_1: Okay.

Speaker speaker_0: ... but it will need your full social, name, address, date of birth-

Speaker speaker_1: Okay.

Speaker speaker_0: ... phone number, E... Okay?

Speaker speaker_1: Okay. Yes, ma'am.

Speaker speaker_0: And what is your full social?

Speaker speaker_1: Uh, 288-74-9828.

Speaker speaker_0: And you said Joyce Cox, correct? C-y-

Speaker speaker_1: Yes, ma'am. Yeah.

Speaker speaker_0: And what is your address?

Speaker speaker_1: Uh, 2242 Don Light Avenue.

Speaker speaker_0: And the city and state?

Speaker speaker_1: Columbus, Ohio 43211.

Speaker speaker_0: Date of birth?

Speaker speaker_1: Uh, 2-26-1979.

Speaker speaker_0: Phone number?

Speaker speaker_1: 614-972-3546.

Speaker speaker_0: Right. And you said you're opting out of benefits today, correct?

Speaker speaker_1: Yes, ma'am.

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

Speaker speaker_1: Um, no, ma'am. That'll be all.

Speaker speaker_0: Thank you, sir, for calling. Have a great day.

Speaker speaker_1: You too. All right. Bye-bye.