

Transcript: Pearl

Rojas-6616328317485056-4849138614452224

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? Uh, Samuel Curl. And how can I assist you? Um, I'd just like to opt out of the, uh, the, um, Surge Health Care benefits. Okay. What are the last four digits of your social? 4084. All right. And you said your first name is Samuel? Yes. Okay. So, they haven't sent us over your information yet. How long have you been working with them? What's that? How long have you been working with Surge? Okay. Um, I just, uh, I just work ... started with them, but they told me that, um, Surge charges for health care and he gave me this number to, um, opt out of the insurance. Okay. So, they haven't sent over your information yet, so we can do one of two things. We can wait for Surge to send over your information to you. They do give you 30 days from the date of your first paycheck to decline that coverage. Or we can create you an account right now, but I will need your full social name, address, date of birth, and phone number to create your account and decline it today. Okay. Um, let me just, le- let me just wait for, um, you know, to start work and then I, I'll call back and cancel the benefits, okay? All righty. Thank you, sir, for coming. You have a great day. You too. Bye-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: Uh, Samuel Curl.

Speaker speaker_0: And how can I assist you?

Speaker speaker_1: Um, I'd just like to opt out of the, uh, the, um, Surge Health Care benefits.

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

Speaker speaker_1: 4084.

Speaker speaker_0: All right. And you said your first name is Samuel?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So, they haven't sent us over your information yet. How long have you been working with them?

Speaker speaker_1: What's that?

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

Speaker speaker_1: Okay. Um, I just, uh, I just work ... started with them, but they told me that, um, Surge charges for health care and he gave me this number to, um, opt out of the insurance.

Speaker speaker_0: Okay. So, they haven't sent over your information yet, so we can do one of two things. We can wait for Surge to send over your information to you. They do give you 30 days from the date of your first paycheck to decline that coverage. Or we can create you an account right now, but I will need your full social name, address, date of birth, and phone number to create your account and decline it today.

Speaker speaker_1: Okay. Um, let me just, le- let me just wait for, um, you know, to start work and then I, I'll call back and cancel the benefits, okay?

Speaker speaker_0: All righty. Thank you, sir, for coming. You have a great day.

Speaker speaker_1: You too. Bye-bye.

Speaker speaker_0: Bye.