

## **Transcript: Pamela**

**Blanc-4513319503708160-4707902443405312**

### **Full Transcript**

... benefits and our services. How may I help you? Hello? How may I help you? Hey. Um, yes, ma'am my name is Tyrone Joyce, and I'm calling to opt out of the insurance from, uh, I work at Surge, work through Surge. All right. And what's the last four digits of your Social? 6476. First and last name? Tyrone Joyce. Could you call back please while she jumps into her file? Thank you. Let me make sure we are in the correct file. Four... It's 6476. Joyce? Yes, ma'am. Can you please verify your complete address and date of birth? The address is 112 Rhone, R-H-O-N-E Street, Jackson, Tennessee 38301, apartment 105. Thank you for the information. Date of birth, 10-10-2062. Thank you for the information. We have a telephone number on file, 731-310-1550. 73115... This isn't it. What's my phone number? I'm going to go ahead and decline- 731... ... the auto-enrollment. 156- Is there anything else I can do for you, sir? Yeah. It's, it's 731-15-60. Okay. Is there anything else I could do for you, sir? No, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. Thank you.

### **Conversation Format**

Speaker speaker\_0: ... benefits and our services. How may I help you?

Speaker speaker\_1: Hello?

Speaker speaker\_0: How may I help you?

Speaker speaker\_2: Hey.

Speaker speaker\_1: Um, yes, ma'am my name is Tyrone Joyce, and I'm calling to opt out of the insurance from, uh, I work at Surge, work through Surge.

Speaker speaker\_0: All right. And what's the last four digits of your Social?

Speaker speaker\_1: 6476.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Tyrone Joyce.

Speaker speaker\_0: Could you call back please while she jumps into her file? Thank you. Let me make sure we are in the correct file.

Speaker speaker\_1: Four... It's 6476.

Speaker speaker\_0: Joyce?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Can you please verify your complete address and date of birth?

Speaker speaker\_1: The address is 112 Rhone, R-H-O-N-E Street, Jackson, Tennessee 38301, apartment 105.

Speaker speaker\_0: Thank you for the information.

Speaker speaker\_1: Date of birth, 10-10-2062.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 731-310-1550.

Speaker speaker\_1: 73115... This isn't it. What's my phone number?

Speaker speaker\_0: I'm going to go ahead and decline-

Speaker speaker\_1: 731...

Speaker speaker\_0: ... the auto-enrollment.

Speaker speaker\_1: 156-

Speaker speaker\_0: Is there anything else I can do for you, sir?

Speaker speaker\_1: Yeah. It's, it's 731-15-60.

Speaker speaker\_0: Okay. Is there anything else I could do for you, sir?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: Thank you.