

## Transcript: Pamela

**Blanc-4645841900584960-6600374679683072**

### Full Transcript

... .. who calling Benefits in a Party, this is Pamela speaking. How may I help you? Where's the- Hi. I received a text message that I'm gonna be auto-enrolled into... Let me see, um, M-E-C... Telarex Benefits. Okay. Um... I'm employed through a staffing agency. I wanted to opt out of that, because it said I'll be, it says I'll be auto-enrolled. Okay. May I have the last four digits of the Social? 55386. 5586? Uh-huh. Your first and last- I've already called you guys before. I've contacted you guys before. I've, I've already opted out. My first name's Casey, K-A-S-S-E-Y. Last name's Benjamin, B-E-N-J-A-M-I-N. Okay. Probably you're still under the 30 days for open enrollment, and the texts, they do go out automatically. Maybe that's why you got another one. Um, Ms. Benjamin, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, date of birth is 7-25-89. Address, 5300 Los Altos Parkway, Apartment 165, Sparks, Nevada 89436. Thank you for the information. We have a phone number on file, 775-351-5675. Correct. Mm-hmm. Yeah, your benefit's been declined. Um, you might re-receive another text next week. You just need to ignore it. Okay, so it was just like a generated- Yeah. ... text message. Okay. Thank you for confirming that. Mm-hmm. I appreciate it. Thank you. Have a nice day. Bye-bye.

### Conversation Format

Speaker speaker\_0: ... .. who calling Benefits in a Party, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Where's the-

Speaker speaker\_2: Hi. I received a text message that I'm gonna be auto-enrolled into... Let me see, um, M-E-C... Telarex Benefits.

Speaker speaker\_0: Okay.

Speaker speaker\_2: Um... I'm employed through a staffing agency. I wanted to opt out of that, because it said I'll be, it says I'll be auto-enrolled.

Speaker speaker\_0: Okay. May I have the last four digits of the Social?

Speaker speaker\_2: 55386.

Speaker speaker\_0: 5586?

Speaker speaker\_2: Uh-huh.

Speaker speaker\_0: Your first and last-

Speaker speaker\_2: I've already called you guys before. I've contacted you guys before. I've, I've already opted out. My first name's Casey, K-A-S-S-E-Y. Last name's Benjamin, B-E-N-J-A-M-I-N.

Speaker speaker\_0: Okay. Probably you're still under the 30 days for open enrollment, and the texts, they do go out automatically. Maybe that's why you got another one. Um, Ms. Benjamin, for security reasons, and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Uh, date of birth is 7-25-89. Address, 5300 Los Altos Parkway, Apartment 165, Sparks, Nevada 89436.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 775-351-5675.

Speaker speaker\_2: Correct.

Speaker speaker\_0: Mm-hmm. Yeah, your benefit's been declined. Um, you might re- receive another text next week. You just need to ignore it.

Speaker speaker\_2: Okay, so it was just like a generated-

Speaker speaker\_0: Yeah.

Speaker speaker\_2: ... text message. Okay. Thank you for confirming that.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_2: I appreciate it.

Speaker speaker\_0: Thank you.

Speaker speaker\_2: Have a nice day.

Speaker speaker\_0: Bye-bye.