

## **Transcript: Pamela**

**Blanc-4705770318807040-6217492976320512**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. This is Pamela speaking. How may I help you? Yes, um, I was just calling, uh, I got a text, um, a couple or like a month ago maybe. I just forgot to call back but I'm enrolled. It auto-enrolled me into some, some stuff for my job. I just wanted to like, uh, take it off. I don't want to be enrolled in it. Okay. Um, who do you work for? Uh, Surge. I do Surge. All right. Can I have the last four digits of your Social? Uh, 3960... Your first and last name? Uh, Tanner Shepherd. Mr. Uh, Tanner Shepherd. Mr. Shepherd, 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, 5736 Castle Bridge Road, Apartment 201, Fredericksburg, Virginia, uh, 2247 and, uh, my birthday is 01/30/2002. All right. Thank you for that information. We have a telephone number on file. Um, 540-370-2993. Yes, that's me. And your email... Okay. And your email is your first name, last name, 33@gmail.com? Yes. All right. Let's see. You want to cancel. So your benefits have already been declined. I guess we decline it after, um, when you do your onboarding. Oh, okay. So no- nothing has been getting taken out? No, sir. Oh, okay. So I'm not even enrolled? No. Oh, damn. All right. Well, I'm sorry about that then. Thank you. No problem. Thank you for giving us a call. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, um, I was just calling, uh, I got a text, um, a couple or like a month ago maybe. I just forgot to call back but I'm enrolled. It auto-enrolled me into some, some stuff for my job. I just wanted to like, uh, take it off. I don't want to be enrolled in it.

Speaker speaker\_1: Okay. Um, who do you work for?

Speaker speaker\_2: Uh, Surge. I do Surge.

Speaker speaker\_1: All right. Can I have the last four digits of your Social?

Speaker speaker\_2: Uh, 3960...

Speaker speaker\_1: Your first and last name?

Speaker speaker\_2: Uh, Tanner Shepherd.

Speaker speaker\_1: Mr. Uh, Tanner Shepherd. Mr. Shepherd, 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, 5736 Castle Bridge Road, Apartment 201, Fredericksburg, Virginia, uh, 2247 and, uh, my birthday is 01/30/2002.

Speaker speaker\_1: All right. Thank you for that information. We have a telephone number on file. Um, 540-370-2993.

Speaker speaker\_2: Yes, that's me.

Speaker speaker\_1: And your email... Okay. And your email is your first name, last name, 33@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: All right. Let's see. You want to cancel. So your benefits have already been declined. I guess we decline it after, um, when you do your onboarding.

Speaker speaker\_2: Oh, okay. So no- nothing has been getting taken out?

Speaker speaker\_1: No, sir.

Speaker speaker\_2: Oh, okay. So I'm not even enrolled?

Speaker speaker\_1: No.

Speaker speaker\_2: Oh, damn. All right. Well, I'm sorry about that then. Thank you.

Speaker speaker\_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_2: You too.