

Transcript: Pamela

Blanc-4746357498757120-5196569635766272

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you? I'm sorry. I can barely, barely hear you. Can you hear me better now? I can. How may I help you? I'm calling because, um, I've recently been reemployed with Surge for the past week and I wanted to opt out of any insurance that may be taken out of my pay this week. I can't afford to get any insurance this week. Is it mandatory? No, it's not mandatory. Can I have the last four digits of your Social? 0187. 0187. Can you first and last name? Valeria Leverette. Can you repeat your last name for me, ma'am? If the phone is not picking up that good, please let me know. I need to move the phone around. The last name is Leverette. Okay. Valeria? Valeria? V-A-L-E-R-I-A. I f... Uh, yeah, I found you. I found you, so... Okay, Ms. Leverette, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 126 Thomas Drive, Lot 2 Lafette, Alabama 36862 10-13-1967. Thank you for the information. We have a telephone number on file 334-864-0418. Um- I'm sorry, what, what numbers were y- What were you saying? The telephone number we have on file. Is what? 334-864-0418. No, it's not. That's old. And was the one you were calling from- You're supposed to change. That's very old. Okay. Is the one you're calling from? It is. All right. Okay, I went to update that information. So I'm gonna go ahead and decline the auto-enrollment. Is there anything else I could do for you, ma'am? No. Thank you so much. Thank you for giving us a call today. 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: Thank you for calling Benefits Center Corps. This is Pamela speaking. How may I help you?

Speaker speaker_2: I'm sorry. I can barely, barely hear you.

Speaker speaker_1: Can you hear me better now?

Speaker speaker_2: I can.

Speaker speaker_1: How may I help you?

Speaker speaker_2: I'm calling because, um, I've recently been reemployed with Surge for the past week and I wanted to opt out of any insurance that may be taken out of my pay this

week. I can't afford to get any insurance this week. Is it mandatory?

Speaker speaker_1: No, it's not mandatory. Can I have the last four digits of your Social?

Speaker speaker_2: 0187.

Speaker speaker_1: 0187. Can you first and last name?

Speaker speaker_2: Valeria Leverette.

Speaker speaker_1: Can you repeat your last name for me, ma'am?

Speaker speaker_2: If the phone is not picking up that good, please let me know. I need to move the phone around. The last name is Leverette.

Speaker speaker_1: Okay. Valeria? Valeria?

Speaker speaker_2: V-A-L-E-R-I-A.

Speaker speaker_1: I f... Uh, yeah, I found you. I found you, so... Okay, Ms. Leverette, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: 126 Thomas Drive, Lot 2 Lafette, Alabama 36862 10-13-1967.

Speaker speaker_1: Thank you for the information. We have a telephone number on file 334-864-0418. Um-

Speaker speaker_2: I'm sorry, what, what numbers were y- What were you saying?

Speaker speaker_1: The telephone number we have on file.

Speaker speaker_2: Is what?

Speaker speaker_1: 334-864-0418.

Speaker speaker_2: No, it's not. That's old.

Speaker speaker_1: And was the one you were calling from-

Speaker speaker_2: You're supposed to change. That's very old.

Speaker speaker_1: Okay. Is the one you're calling from?

Speaker speaker_2: It is.

Speaker speaker_1: All right. Okay, I went to update that information. So I'm gonna go ahead and decline the auto-enrollment. Is there anything else I could do for you, ma'am?

Speaker speaker_2: No. Thank you so much.

Speaker speaker_1: Thank you for giving us a call today. Have a great Rest of the day.

Speaker speaker_2: You too.