

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Yes, hi. I wanna opt out of getting your guys' insurance through Surge. No problem. May I have the last four digits of the Social? 7309. Okay. Can you repeat that for me, please? 7309. 7309. Your first and last name, sir? Daniel Edmond, E-D-M-O-N-D. Give me one second. They just told me to call and tell you guys I want to be opt out. When did you start working for them? I just got done in there today. Okay. So we, we usually receive the, the information a week after, uh, you had start working. That's when we receive the, um, new file. Now, if you would like, we could go and willing to provide your personal information, we could go ahead and create a file for you. Okay, 'cause I just filled everything out and the lady told me- Yeah, thank you. ... to call you guys as soon as I left. I was there. Okay, so we could go ahead and, like I said, uh, create your file if they're willing to provide the personal information, or if you would like- Yeah. ... we could call next week and... Okay. So this time I'm gonna need- I'll go ahead and provide all the info. Okay. This time I'm gonna need the whole Social Security number. Okay. 295-87-8309. Okay, I'm gonna read it back to you to make sure I have it correct. 295-87-7309. No. No, all right but the two middles. It's 78 instead of- 87? ... 87, yeah. Okay. 787309. All right. And you said Daniel Edmond is your first and last name, right? Yes, ma'am. All right. Okay. Mr. Edmond. Um, oh, look. With the whole Social, your file came up. Yep. All right. So- And that's when the lady told me to call you and tell you guys that I want to be opt out of your insurance so they don't take it out of my paycheck every week. No problem. I'll proceed to do so. Is there anything else that you need help with? Uh, nope. Uh, like I said, the lady just told me to call you guys as soon as I got done in there. All right. Thank you for giving us a call. Have a great rest of the day, sir. You too, ma'am. Bye-bye. Goodbye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, hi. I wanna opt out of getting your guys' insurance through Surge.

Speaker speaker_1: No problem. May I have the last four digits of the Social?

Speaker speaker_2: 7309.

Speaker speaker_1: Okay. Can you repeat that for me, please?

Speaker speaker_2: 7309.

Speaker speaker_1: 7309. Your first and last name, sir?

Speaker speaker_2: Daniel Edmond, E-D-M-O-N-D.

Speaker speaker_1: Give me one second.

Speaker speaker_2: They just told me to call and tell you guys I want to be opt out.

Speaker speaker_1: When did you start working for them?

Speaker speaker_2: I just got done in there today.

Speaker speaker_1: Okay. So we, we usually receive the, the information a week after, uh, you had start working. That's when we receive the, um, new file. Now, if you would like, we could go and willing to provide your personal information, we could go ahead and create a file for you.

Speaker speaker_2: Okay, 'cause I just filled everything out and the lady told me-

Speaker speaker_1: Yeah, thank you.

Speaker speaker_2: ... to call you guys as soon as I left. I was there.

Speaker speaker_1: Okay, so we could go ahead and, like I said, uh, create your file if they're willing to provide the personal information, or if you would like-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... we could call next week and... Okay. So this time I'm gonna need-

Speaker speaker_2: I'll go ahead and provide all the info.

Speaker speaker_1: Okay. This time I'm gonna need the whole Social Security number.

Speaker speaker_2: Okay. 295-87-8309.

Speaker speaker_1: Okay, I'm gonna read it back to you to make sure I have it correct. 295-87-7309.

Speaker speaker_2: No. No, all right but the two middles. It's 78 instead of-

Speaker speaker_1: 87?

Speaker speaker_2: ... 87, yeah.

Speaker speaker_1: Okay.

Speaker speaker_2: 787309.

Speaker speaker_1: All right. And you said Daniel Edmond is your first and last name, right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Okay. Mr. Edmond. Um, oh, look. With the whole Social, your file came up.

Speaker speaker_2: Yep.

Speaker speaker_1: All right. So-

Speaker speaker_2: And that's when the lady told me to call you and tell you guys that I want to be opt out of your insurance so they don't take it out of my paycheck every week.

Speaker speaker_1: No problem. I'll proceed to do so. Is there anything else that you need help with?

Speaker speaker_2: Uh, nope. Uh, like I said, the lady just told me to call you guys as soon as I got done in there.

Speaker speaker_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_2: You too, ma'am.

Speaker speaker_1: Bye-bye.

Speaker speaker_2: Goodbye.