

## **Transcript: Pamela**

**Blanc-4782452669202432-5936463514484736**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center 4, this is Pamela speaking. How may I help you? Hey, this is ... I was calling because, um, I would like to opt out of the benefit. And who do you work for? Britt Laser but my, uh, temp agency, um, place is Surge. Can I have the last four S-- Say what? The last four digits of your social. 9936. Your first and last name? Shamon Parks. So, Parks, 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? May 11, 1999, 801 Booth Road, Warner Robins, Georgia 31088. Thank you for the information. We have a telephone number on file. Um, 478-542-1538. Yeah. All right. I'm going to proceed to auto-enroll- um, decline the auto-enrollment. Is there anything else I could do for you? No. You just said that you're going to opt me out, right? Yes, sir. All right. I just want to make sure of that because I want to reset my net police check. So thank you. All right. Thank you for giving us a call. Have a wonderful 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 4, this is Pamela speaking. How may I help you?

Speaker speaker\_0: Hey, this is ... I was calling because, um, I would like to opt out of the benefit.

Speaker speaker\_1: And who do you work for?

Speaker speaker\_0: Britt Laser but my, uh, temp agency, um, place is Surge.

Speaker speaker\_1: Can I have the last four S--

Speaker speaker\_0: Say what?

Speaker speaker\_1: The last four digits of your social.

Speaker speaker\_0: 9936.

Speaker speaker\_1: Your first and last name?

Speaker speaker\_0: Shamon Parks.

Speaker speaker\_1: So, Parks, 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\_0: May 11, 1999, 801 Booth Road, Warner Robins, Georgia 31088.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file. Um, 478-542-1538.

Speaker speaker\_0: Yeah.

Speaker speaker\_1: All right. I'm going to proceed to auto-enroll- um, decline the auto-enrollment. Is there anything else I could do for you?

Speaker speaker\_0: No. You just said that you're going to opt me out, right?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_0: All right. I just want to make sure of that because I want to reset my net police check. So thank you.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a wonderful rest of the day.

Speaker speaker\_0: You too.