

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you? Yes, uh, this is Dominic. I do- I don't want to enroll. I work for Surge and I don't want to enroll into the, uh, the Benefit Card enrollment. Okay. So, um... May I have the last four digits of your social so I can pull up your file? 0704. 0704. Your first and last name, sir? Dominic Fitzyou. Okay. So... And you said the last part was 0704? In Surge, right? Yeah. Yeah. Dominic Ishr- Turner? Huh? Is your last name Turner? Last name's Fitzyou. Fitzyou? Yeah. When did you start working for them, sir? Surge? When? When do you start working? Started working, uh... What today it is? That means I started of work on Monday. No, Tuesday. Okay. All right. So we haven't received your, um, file yet. If you would like, we'll go, go ahead and create the file if you're willing to provide the personal information. But if not, I'll suggest you to give us a call back on Friday and we should have the information in the system. All right. Um... All right. I'ma give you a call back Friday. Not a problem, sir. Thank you for giving us a call. Great. You're welcome.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, uh, this is Dominic. I do- I don't want to enroll. I work for Surge and I don't want to enroll into the, uh, the Benefit Card enrollment.

Speaker speaker_0: Okay. So, um... May I have the last four digits of your social so I can pull up your file?

Speaker speaker_1: 0704.

Speaker speaker_0: 0704. Your first and last name, sir?

Speaker speaker_1: Dominic Fitzyou.

Speaker speaker_0: Okay.

Speaker speaker_1: So...

Speaker speaker_0: And you said the last part was 0704? In Surge, right?

Speaker speaker_1: Yeah. Yeah.

Speaker speaker_0: Dominic Ishr- Turner?

Speaker speaker_1: Huh?

Speaker speaker_0: Is your last name Turner?

Speaker speaker_1: Last name's Fitzyou.

Speaker speaker_0: Fitzyou?

Speaker speaker_1: Yeah.

Speaker speaker_0: When did you start working for them, sir?

Speaker speaker_1: Surge?

Speaker speaker_0: When? When do you start working?

Speaker speaker_1: Started working, uh... What today it is? That means I started of work on Monday. No, Tuesday.

Speaker speaker_0: Okay. All right. So we haven't received your, um, file yet. If you would like, we'll go, go ahead and create the file if you're willing to provide the personal information. But if not, I'll suggest you to give us a call back on Friday and we should have the information in the system.

Speaker speaker_1: All right. Um... All right. I'ma give you a call back Friday.

Speaker speaker_0: Not a problem, sir. Thank you for giving us a call. Great.

Speaker speaker_1: You're welcome.