

## **Transcript: Pamela**

**Blanc-4832831144116224-5851716169416704**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Is this gonna more than work out? I could barely hear you, sir. Hi. Can you hear me now? Hello? Yes, sir. Can you hear me? Yes. Hi. My name is Steven Mays. I'm calling to let you know that I do not want any Benefits by the Sea text message thing. Okay. So call this number. And what's the name of the staffing agency you work for, sir? Uh, Search Staff. Search? Yes. May I have the last four digits of your Social? 1715. Um, um, um, and what is your first and last name, sir? Steven Mays. M-A-Y-S. Steven Mays. Okay. Mr. Mays, 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. 929 Rutherford Drive, Mesquite, Texas 75149. And my birthday is 7-30-87. July 30th, 1987. Thank you for the information. We have a phone number on file. 214-881-7937, and your email is stevenmays924@gmail.com. Yes. All right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I can do for you, sir? That'd be all. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Thank you. All right. Have a good one today. Thank you. You too. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Is this gonna more than work out?

Speaker speaker\_0: I could barely hear you, sir.

Speaker speaker\_1: Hi. Can you hear me now? Hello?

Speaker speaker\_0: Yes, sir.

Speaker speaker\_1: Can you hear me?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Hi. My name is Steven Mays. I'm calling to let you know that I do not want any Benefits by the Sea text message thing.

Speaker speaker\_0: Okay.

Speaker speaker\_1: So call this number.

Speaker speaker\_0: And what's the name of the staffing agency you work for, sir?

Speaker speaker\_1: Uh, Search Staff.

Speaker speaker\_0: Search?

Speaker speaker\_1: Yes.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: 1715.

Speaker speaker\_0: Um, um, um, and what is your first and last name, sir?

Speaker speaker\_1: Steven Mays. M-A-Y-S.

Speaker speaker\_0: Steven Mays. Okay. Mr. Mays, 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\_1: 929 Rutherford Drive, Mesquite, Texas 75149. And my birthday is 7-30-87. July 30th, 1987.

Speaker speaker\_0: Thank you for the information. We have a phone number on file. 214-881-7937, and your email is [stevenmays924@gmail.com](mailto:stevenmays924@gmail.com).

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. I'm gonna go ahead and decline the auto enrollment. Is there anything else I can do for you, sir?

Speaker speaker\_1: That'd be all. Thank you.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker\_1: You too. Thank you.

Speaker speaker\_0: All right. Have a good one today. Thank you.

Speaker speaker\_1: You too. Bye.