

## **Transcript: Pamela**

**Blanc-4882197227716608-6082702486487040**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and a Car. This is Pamela speaking. How may I help you? Yes, uh, I was calling to opt out of the Benefit and the Car thing. Sure. And what's the name of the temp agency you work for, sir? Uh, Surge. May I have the last four digits of the social? 6486. And your first and last name, sir? It's Chad Fugett. It's F-u-g-e-t-t. Mr. Fu- Fugett. Yeah. Can you please verify your complete address and date of birth for security reasons? It's 507 Scott Street, Crestline, Ohio, and my birthday is 12/15/78. Is the ZIP code in your area 44906? No, it's, uh, 44... 827. All right. We have a phone number on file for 196126901, and your email is your last name, 316@gmail.com? Yes. Thank you. Do you want to decline the auto enrollment? Yeah. All right. I went ahead and did that. Is there anything else I could do for you? Nope, that'll be all. All right. Thank you for calling Benefits and a Car. Have a great rest of the day, sir. 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 and a Car. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes, uh, I was calling to opt out of the Benefit and the Car thing.

Speaker speaker\_1: Sure. And what's the name of the temp agency you work for, sir?

Speaker speaker\_2: Uh, Surge.

Speaker speaker\_1: May I have the last four digits of the social?

Speaker speaker\_2: 6486.

Speaker speaker\_1: And your first and last name, sir?

Speaker speaker\_2: It's Chad Fugett. It's F-u-g-e-t-t.

Speaker speaker\_1: Mr. Fu- Fugett.

Speaker speaker\_2: Yeah.

Speaker speaker\_1: Can you please verify your complete address and date of birth for security reasons?

Speaker speaker\_2: It's 507 Scott Street, Crestline, Ohio, and my birthday is 12/15/78.

Speaker speaker\_1: Is the ZIP code in your area 44906?

Speaker speaker\_2: No, it's, uh, 44... 827.

Speaker speaker\_1: All right. We have a phone number on file for 196126901, and your email is your last name, 316@gmail.com?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Thank you. Do you want to decline the auto enrollment?

Speaker speaker\_2: Yeah.

Speaker speaker\_1: All right. I went ahead and did that. Is there anything else I could do for you?

Speaker speaker\_2: Nope, that'll be all.

Speaker speaker\_1: All right. Thank you for calling Benefits and a Car. Have a great rest of the day, sir.

Speaker speaker\_2: You too.