

Transcript: Pamela

Blanc-4914997370601472-6727508868775936

Full Transcript

Thank you for calling Benefits for Spiders. This is Pamela speaking, how may I help you? Um, I got a text saying that I was gonna be, in 30 days I was going to be auto-enrolled to Metella, whatever that is. Uh, I don't want to be enrolled into anything. Okay, so that's for, um, search to staffing agency? Yes. Okay. So I'm going to need the last four digits of your Social for me to be able to pull up your file. It is, um, 8326. First and last name? Alicia Rivera. 8326, right? Yeah. Okay. Ms. Rivera, for security reasons, just to make sure we are in the correct file, I need to verify with your street address and date of birth. 3578 Wayne Circle, uh, Las Vegas, Nevada 89121. Date of birth, May 7th, 2002. We have a phone number on file, 702- 702. ... 881826. Yes. All right. I'm going to go ahead and decline the auto enrollment. Is there anything else that you need help with? Nope, that's it. Thank you. Thank you for calling Sp-

Conversation Format

Speaker speaker_0: Thank you for calling Benefits for Spiders. This is Pamela speaking, how may I help you?

Speaker speaker_1: Um, I got a text saying that I was gonna be, in 30 days I was going to be auto-enrolled to Metella, whatever that is. Uh, I don't want to be enrolled into anything.

Speaker speaker_0: Okay, so that's for, um, search to staffing agency?

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. So I'm going to need the last four digits of your Social for me to be able to pull up your file.

Speaker speaker_1: It is, um, 8326.

Speaker speaker_0: First and last name?

Speaker speaker_1: Alicia Rivera.

Speaker speaker_0: 8326, right?

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. Ms. Rivera, for security reasons, just to make sure we are in the correct file, I need to verify with your street address and date of birth.

Speaker speaker_1: 3578 Wayne Circle, uh, Las Vegas, Nevada 89121. Date of birth, May 7th, 2002.

Speaker speaker_0: We have a phone number on file, 702-

Speaker speaker_1: 702.

Speaker speaker_0: ... 881826.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I'm going to go ahead and decline the auto enrollment. Is there anything else that you need help with?

Speaker speaker_1: Nope, that's it. Thank you.

Speaker speaker_0: Thank you for calling Sp-