

Transcript: Pamela

Blanc-4967218821939200-5162411680546816

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. ... for TennCare. This is Pamela speaking. Good morning, ma'am. My name is Damon Bartley. How may I help you, sir? I would um, un-enroll from the, um, insurance plan, ma'am. You want to un-enroll? Yes. I never- And what- I'm in the 30-day window. Okay. And what's the name of the staffing agency you working for? Surge. S-U-R-G-E. May I have the last four digits of your Social? 1366. Your first and last name, sir. Damon Bartley. Mr. Bartley, for security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth? Yeah. 3961 Summer Place, Snellville, Georgia 30039 and July 29th, 1977. Thank you for the information. You're welcome. We have a phone number on file, 470-259-9185 and- Yes, ma'am. ... email is V as in Victor Green749 at gmail.com. Yes, ma'am. All right. I went ahead and see here, your benefit's already been declined. <|agent|><|en|> Really? Okay. Okay. Okay, well, thank you very much for your help, ma'am. All right. Thank you for giving us a call. Have a great rest of the day, sir. Thank you. You, too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_2: ... for TennCare. This is Pamela speaking.

Speaker speaker_1: Good morning, ma'am. My name is Damon Bartley.

Speaker speaker_2: How may I help you, sir?

Speaker speaker_1: I would um, un-enroll from the, um, insurance plan, ma'am.

Speaker speaker_2: You want to un-enroll?

Speaker speaker_1: Yes. I never-

Speaker speaker_2: And what-

Speaker speaker_1: I'm in the 30-day window.

Speaker speaker_2: Okay. And what's the name of the staffing agency you working for?

Speaker speaker_1: Surge. S-U-R-G-E.

Speaker speaker_2: May I have the last four digits of your Social?

Speaker speaker_1: 1366.

Speaker speaker_2: Your first and last name, sir.

Speaker speaker_1: Damon Bartley.

Speaker speaker_2: Mr. Bartley, for security reasons and just to make sure we are in the correct file, can we verify your complete address and date of birth?

Speaker speaker_1: Yeah. 3961 Summer Place, Snellville, Georgia 30039 and July 29th, 1977.

Speaker speaker_2: Thank you for the information.

Speaker speaker_1: You're welcome.

Speaker speaker_2: We have a phone number on file, 470-259-9185 and-

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: ... email is V as in Victor Green749 at gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_2: All right. I went ahead and see here, your benefit's already been declined. <|agent|><|en|>

Speaker speaker_1: Really? Okay. Okay. Okay, well, thank you very much for your help, ma'am.

Speaker speaker_2: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker_1: Thank you. You, too.