

Transcript: Pamela

Blanc-5031422203314176-6209602415017984

Full Transcript

Thank you for calling family speaking. How may I help you? Yeah, um, I got a notification that I'm going to be put into medical insurance through Surge. I already got hired at the place that they sent me to, so I don't need insurance. Okay, well, then you don't have to worry about it. You have to be - I'm sorry? ... but if you're no long- What'd you say? If you're no longer with Surge, you don't have to worry about it. Well, I am right now. And I will be after my 30 days is... But, um, they hired me- You mean you're not- ... for the night. What's that? You say you got hired with that other company? Yeah, but it doesn't start till the 19th. I'm still on Surge. So I need to cancel my... Or not have my insurance, opt out of it. Okay. Um, may I have the last four digits of your Social? 5793. First and last name, ma'am? Evelyn Sawyer. Miss Sawyer, for security reasons and just to make sure we have the correct information, can you please verify your complete address? Address? Did you say address? Oh, okay. My address is 1109 Nagle Street, St. Mary's, Ohio, uh, 45885. And my birthdate is 02/24/1963. Thank you for the information. We have a telephone number on file, 567-644-3606, and- Correct. I'm going to go ahead and opt you out. Is there anything else I could do for you? No, that's it. Well, I get a confirmation? I could have a... a email be sent out to you, so the email we have on file. Okay. Lutownsend@gmail.com. All right. No problem. Anything else I can do for you? No, that's it. Thank you. Have a great day. Have a good day. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling family speaking. How may I help you?

Speaker speaker_1: Yeah, um, I got a notification that I'm going to be put into medical insurance through Surge. I already got hired at the place that they sent me to, so I don't need insurance.

Speaker speaker_0: Okay, well, then you don't have to worry about it. You have to be -

Speaker speaker_1: I'm sorry?

Speaker speaker_0: ... but if you're no long-

Speaker speaker_1: What'd you say?

Speaker speaker_0: If you're no longer with Surge, you don't have to worry about it.

Speaker speaker_1: Well, I am right now. And I will be after my 30 days is... But, um, they hired me-

Speaker speaker_0: You mean you're not-

Speaker speaker_1: ... for the night. What's that?

Speaker speaker_0: You say you got hired with that other company?

Speaker speaker_1: Yeah, but it doesn't start till the 19th. I'm still on Surge. So I need to cancel my... Or not have my insurance, opt out of it. Okay.

Speaker speaker_0: Um, may I have the last four digits of your Social?

Speaker speaker_1: 5793.

Speaker speaker_0: First and last name, ma'am?

Speaker speaker_1: Evelyn Sawyer.

Speaker speaker_0: Miss Sawyer, for security reasons and just to make sure we have the correct information, can you please verify your complete address?

Speaker speaker_1: Address? Did you say address? Oh, okay. My address is 1109 Nagle Street, St. Mary's, Ohio, uh, 45885. And my birthdate is 02/24/1963.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 567-644-3606, and-

Speaker speaker_1: Correct.

Speaker speaker_0: I'm going to go ahead and opt you out. Is there anything else I could do for you?

Speaker speaker_1: No, that's it. Well, I get a confirmation?

Speaker speaker_0: I could have a... a email be sent out to you, so the email we have on file.

Speaker speaker_1: Okay. Lutownsend@gmail.com.

Speaker speaker_0: All right. No problem. Anything else I can do for you?

Speaker speaker_1: No, that's it. Thank you. Have a great day.

Speaker speaker_0: Have a good day.

Speaker speaker_1: Thanks. Bye.