

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you? Yes. I need to opt out of the benefits insurance when it's time. Can you repeat that, ma'am? I could barely hear you. Okay. I need to opt out of the benefits. No problem. And who do you work for? I, I can't hear you. Who do you work for? I'm under WorkSmart. May I have the last four digits of your Social? 2515. Your first and last name? Darla Castleberries. Ms. Castleberries, for security reasons, let's verify your complete address and date of birth. Okay. My address is 1258 Greater Hope Road, Toccoa... I'm sorry. Martin, Georgia, 30557. And my date of birth is 10-08-64. Thank you. We have a phone number of 5704... 706-716-0837. That's right. I'm going to go ahead and decline the out enrollment. Is there anything else for me, ma'am? No, that will be it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center Card, this is Pamela speaking. How may I help you?

Speaker speaker_1: Yes. I need to opt out of the benefits insurance when it's time.

Speaker speaker_0: Can you repeat that, ma'am? I could barely hear you.

Speaker speaker_1: Okay. I need to opt out of the benefits.

Speaker speaker_0: No problem. And who do you work for?

Speaker speaker_1: I, I can't hear you.

Speaker speaker_0: Who do you work for?

Speaker speaker_1: I'm under WorkSmart.

Speaker speaker_0: May I have the last four digits of your Social?

Speaker speaker_1: 2515.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Darla Castleberries.

Speaker speaker_0: Ms. Castleberries, for security reasons, let's verify your complete address and date of birth.

Speaker speaker_1: Okay. My address is 1258 Greater Hope Road, Toccoa... I'm sorry. Martin, Georgia, 30557. And my date of birth is 10-08-64.

Speaker speaker_0: Thank you. We have a phone number of 5704... 706-716-0837.

Speaker speaker_1: That's right.

Speaker speaker_0: I'm going to go ahead and decline the out enrollment. Is there anything else for me, ma'am?

Speaker speaker_1: No, that will be it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: Thank you.

Speaker speaker_0: Bye-bye.