

## Transcript: Pamela

**Blanc-5251393074544640-6299244835684352**

### Full Transcript

Your call- Yeah, I know. ... may be monitored or recorded for quality assurance purposes. Very good. Thank you for calling Benefits Center of Georgia. This is Pamela speaking. How may I help you? Oh, it's the other one. Yes, ma'am. I would like to get unenrolled, um, from insurance for my... Um, can you, can I give you a name? Never mind. I'm gonna need the last four digits of your Social first and the staffing agency you're working for. Three, zero, six, one, and WorkSmart in Ladonia. Mm-hmm. Zero, three, six, one? Yes, ma'am. And WorkSmart you said, right? Mm-hmm. Your first and last name? Carlie Russell. C-A-R-L-I-E R-U-S-S-E-L-L. Uh-huh. She didn't know what to do. Well, you should have asked her. I just got here. And when did you start working for WorkSmart? November 7th of 2023. Okay, and you said the last... And the last four is zero, three, six, one, right? Yes, ma'am. Can you repeat your last name for me one more time? I'm sorry. R- Russell, R-U-S-S-E-L-L. 'Cause I don't have anyone on in my system with that last name and that last four. Would you mind if I, um, look you up with, with your whole Social? Yes, ma'am. You ready? Give me one second. Let me get to that page. All right. Okay, go ahead. Two, five, nine, nine, five, three, zero, six, one. All right. Okay, I'm gonna read it back to you just to make sure I have it correct. Six, five, nine, nine, five, zero, three- No. ... zero, six, three, one? No, it's, it's two, five, nine- Oh, okay. I'm sorry about that. Two, five, nine- Nine, five- Nine, five. ... three, zero, six, one. Zero, three... What happened? Did you get that? Yeah, I did. You see it? I know y'all be doing that. I don't know what y'all doing. I don't know what you're talking about. I didn't say nothing. I'm just sitting here. I... Oh. Wait one second then. Oh, well. Well, you're gonna have to give some serious credits about all that. You better not put my husband up. I didn't say nothing. No, you don't? I mean. I mean. Why do y'all just get home that I'm still here? I'm pretty much sit on the bench outside. Nothing. You wanna Jack in it? No. This is nice. Very funny. One more quick second. Okay. We both did it. Did you get it? No, it's... I don't know what's going on. Bear with me one more second. Um, state file, you state file me. Oh. How, how long have you been enrolled in that insurance? Like, three weeks. And let's see. And what was your first name, ma'am? Carlie Russell. C-A-R-L-I-E. How about a... Oh. Okay. A long one. Okay, I think I found it. I just want the right roll. All right, Ms. Russell? Just to make sure I have your address correct and date of birth, can you, uh, verify it for me? What did you say? She's putting in your information. Just to make sure I have the correct address on file and the date of birth, can you verify it for me? Yes, ma'am. It's 1258 Greater Hope Road and, um... What was the second question? Your date of birth. Oh, 5/7/96. Pardon? I'm sorry. I'm sorry. I have a telephone number of 57063562113, and your email is crussell24@gmail.com? Yes. And you said you want to cancel the benefits? Yes, ma'am. All right. So the cancellation process does take one to two weeks for all changes to be processed. You might experience one deduct... one or two deductions before it's completely canceled. You're getting a point of order, canceling. Is there

anything else? All right. Hey, let her do this. Oh, there's somebody else that needs to get theirs canceled as well. All right, let me finish with your file, and then I will take care of that person. All right, thank you. Sure. All right, um, go ahead. You can put her on the phone. All right, here you go. Don't say nothing to them. Hello, ma'am. My name is Pamela. Hello. I will be assisting you. May I have the last four digits of your Social? 8062. Your first and last name? Bricket Brock. Ms. Brock, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 06271986, 1258 Greater Hope Road, Martin, Georgia. Zip code is 30557. 30557. Thank you. We do not have a phone number in case we wanted to reach you. Would you like to provide one? I don't know. Yes, uh... Like it? Huh? What phone number? Was it this number? Or- Try it. All right. Uh, 706. Oh, you saved it or what? They said I don't have a phone number. 3562113. All right. Um, so you want, as well, cancel the benefits? Um... Yes, ma'am. The cancellation process does take one to two weeks for all changes to be processed. You might- Oh, that's fine. ... experience one or two deductions before it's completely canceled. You can't... Is there anything else I could do for you? Uh, no, ma'am. Thank you so much for your time, and you have a blessed day. You, too, ma'am. All right. Bye-bye.

## Conversation Format

Speaker speaker\_0: Your call-

Speaker speaker\_1: Yeah, I know.

Speaker speaker\_0: ... may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Very good.

Speaker speaker\_2: Thank you for calling Benefits Center of Georgia. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Oh, it's the other one. Yes, ma'am. I would like to get unenrolled, um, from insurance for my... Um, can you, can I give you a name?

Speaker speaker\_3: Never mind.

Speaker speaker\_2: I'm gonna need the last four digits of your Social first and the staffing agency you're working for.

Speaker speaker\_1: Three, zero, six, one, and WorkSmart in Ladonia.

Speaker speaker\_2: Mm-hmm. Zero, three, six, one?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: And WorkSmart you said, right?

Speaker speaker\_3: Mm-hmm.

Speaker speaker\_2: Your first and last name?

Speaker speaker\_1: Carlie Russell. C-A-R-L-I-E R-U-S-S-E-L-L. Uh-huh.

Speaker speaker\_3: She didn't know what to do. Well, you should have asked her. I just got here.

Speaker speaker\_2: And when did you start working for WorkSmart?

Speaker speaker\_1: November 7th of 2023.

Speaker speaker\_2: Okay, and you said the last... And the last four is zero, three, six, one, right?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: Can you repeat your last name for me one more time? I'm sorry.

Speaker speaker\_1: R- Russell, R-U-S-S-E-L-L.

Speaker speaker\_2: 'Cause I don't have anyone on in my system with that last name and that last four. Would you mind if I, um, look you up with, with your whole Social?

Speaker speaker\_1: Yes, ma'am. You ready?

Speaker speaker\_2: Give me one second. Let me get to that page.

Speaker speaker\_3: All right.

Speaker speaker\_2: Okay, go ahead.

Speaker speaker\_1: Two, five, nine, nine, five, three, zero, six, one.

Speaker speaker\_2: All right. Okay, I'm gonna read it back to you just to make sure I have it correct. Six, five, nine, nine, five, zero, three-

Speaker speaker\_1: No.

Speaker speaker\_2: ... zero, six, three, one?

Speaker speaker\_1: No, it's, it's two, five, nine-

Speaker speaker\_2: Oh, okay. I'm sorry about that. Two, five, nine-

Speaker speaker\_1: Nine, five-

Speaker speaker\_2: Nine, five.

Speaker speaker\_1: ... three, zero, six, one.

Speaker speaker\_2: Zero, three...

Speaker speaker\_1: What happened? Did you get that?

Speaker speaker\_3: Yeah, I did. You see it?

Speaker speaker\_4: I know y'all be doing that.

Speaker speaker\_5: I don't know what y'all doing.

Speaker speaker\_4: I don't know what you're talking about.

Speaker speaker\_1: I didn't say nothing.

Speaker speaker\_3: I'm just sitting here. I... Oh.

Speaker speaker\_1: Wait one second then.

Speaker speaker\_3: Oh, well.

Speaker speaker\_5: Well, you're gonna have to give some serious credits about all that.

Speaker speaker\_3: You better not put my husband up.

Speaker speaker\_1: I didn't say nothing.

Speaker speaker\_3: No, you don't? I mean.

Speaker speaker\_5: I mean.

Speaker speaker\_3: Why do y'all just get home that I'm still here?

Speaker speaker\_5: I'm pretty much sit on the bench outside. Nothing.

Speaker speaker\_3: You wanna Jack in it?

Speaker speaker\_5: No. This is nice.

Speaker speaker\_3: Very funny.

Speaker speaker\_2: One more quick second. Okay.

Speaker speaker\_5: We both did it.

Speaker speaker\_1: Did you get it?

Speaker speaker\_2: No, it's... I don't know what's going on. Bear with me one more second.

Speaker speaker\_3: Um, state file, you state file me.

Speaker speaker\_1: Oh.

Speaker speaker\_3: How, how long have you been enrolled in that insurance?

Speaker speaker\_1: Like, three weeks.

Speaker speaker\_2: And let's see. And what was your first name, ma'am?

Speaker speaker\_1: Carlie Russell. C-A-R-L-I-E.

Speaker speaker\_3: How about a... Oh.

Speaker speaker\_1: Okay.

Speaker speaker\_3: A long one.

Speaker speaker\_2: Okay, I think I found it.

Speaker speaker\_5: I just want the right roll.

Speaker speaker\_2: All right, Ms. Russell? Just to make sure I have your address correct and date of birth, can you, uh, verify it for me?

Speaker speaker\_1: What did you say?

Speaker speaker\_3: She's putting in your information.

Speaker speaker\_2: Just to make sure I have the correct address on file and the date of birth, can you verify it for me?

Speaker speaker\_1: Yes, ma'am. It's 1258 Greater Hope Road and, um... What was the second question?

Speaker speaker\_2: Your date of birth.

Speaker speaker\_1: Oh, 5/7/96.

Speaker speaker\_3: Pardon? I'm sorry.

Speaker speaker\_1: I'm sorry.

Speaker speaker\_2: I have a telephone number of 57063562113, and your email is crussell24@gmail.com?

Speaker speaker\_1: Yes.

Speaker speaker\_2: And you said you want to cancel the benefits?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: All right. So the cancellation process does take one to two weeks for all changes to be processed. You might experience one deduct... one or two deductions before it's completely canceled.

Speaker speaker\_3: You're getting a point of order, canceling.

Speaker speaker\_2: Is there anything else?

Speaker speaker\_1: All right.

Speaker speaker\_5: Hey, let her do this.

Speaker speaker\_1: Oh, there's somebody else that needs to get theirs canceled as well.

Speaker speaker\_2: All right, let me finish with your file, and then I will take care of that person.

Speaker speaker\_1: All right, thank you.

Speaker speaker\_2: Sure. All right, um, go ahead. You can put her on the phone.

Speaker speaker\_5: All right, here you go. Don't say nothing to them.

Speaker speaker\_2: Hello, ma'am. My name is Pamela.

Speaker speaker\_5: Hello.

Speaker speaker\_2: I will be assisting you. May I have the last four digits of your Social?

Speaker speaker\_1: 8062.

Speaker speaker\_2: Your first and last name?

Speaker speaker\_1: Bricket Brock.

Speaker speaker\_2: Ms. Brock, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Uh, 06271986, 1258 Greater Hope Road, Martin, Georgia.

Speaker speaker\_5: Zip code is 30557.

Speaker speaker\_1: 30557.

Speaker speaker\_2: Thank you. We do not have a phone number in case we wanted to reach you. Would you like to provide one?

Speaker speaker\_5: I don't know.

Speaker speaker\_1: Yes, uh...

Speaker speaker\_5: Like it?

Speaker speaker\_3: Huh?

Speaker speaker\_5: What phone number? Was it this number? Or-

Speaker speaker\_3: Try it.

Speaker speaker\_5: All right. Uh, 706.

Speaker speaker\_3: Oh, you saved it or what?

Speaker speaker\_5: They said I don't have a phone number. 3562113.

Speaker speaker\_2: All right. Um, so you want, as well, cancel the benefits? Um...

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_2: The cancellation process does take one to two weeks for all changes to be processed. You might-

Speaker speaker\_1: Oh, that's fine.

Speaker speaker\_2: ... experience one or two deductions before it's completely canceled.

Speaker speaker\_5: You can't...

Speaker speaker\_2: Is there anything else I could do for you?

Speaker speaker\_1: Uh, no, ma'am. Thank you so much for your time, and you have a blessed day.

Speaker speaker\_2: You, too, ma'am.

Speaker speaker\_1: All right. Bye-bye.