

## **Transcript: Pamela**

**Blanc-5280508371484672-6413958293962752**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Hello? Welcome back. This is Pamela speaking. How may I help you? Yes. Uh, I went through my onboarding today with some American staff, and they told, they gave me this number to call and let you know that I was, wanted to take the insurance. Okay. So I got a... We could check if we have a file for you. Usually we get the file like a week after you start working. Oh, okay. Well, they didn't say. Yeah, but if you're willing to provide your personal information, we'll go ahead and create a file for you. However, you don't- Okay. ... want. How would you like to do? That's fine. Want to create the file? And who, who's the staffing agency you said you're working for? American Staffing. And may I have this... your whole Social Security number please? 440-72-6204. I'm gonna read it back to you to make sure I have it correct. 440-72-6204? Yes. Thank you. And your first name, sir? Darryl. D-A-R-R-Y-L. Last name? Sumral. S-U-M-R-A-L. Your date of birth, the month? September 5th, 1961. Thank you. And your mailing address. 413 West Britton Road, Apartment 161, Oklahoma City, Oklahoma. Um, the zip code? 73114. Let's see. Thank you. Um, is the phone number you're calling a good number to reach you, sir? Yes. Okay. So I'll proceed to, um, decline the auto enrollment. Is there anything else I could do for you? Uh, no, that's it. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Thank you. Hello? Hello?

### **Conversation Format**

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

Speaker speaker\_1: Hello?

Speaker speaker\_0: Welcome back. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yes. Uh, I went through my onboarding today with some American staff, and they told, they gave me this number to call and let you know that I was, wanted to take the insurance.

Speaker speaker\_0: Okay. So I got a... We could check if we have a file for you. Usually we get the file like a week after you start working.

Speaker speaker\_2: Oh, okay. Well, they didn't say.

Speaker speaker\_0: Yeah, but if you're willing to provide your personal information, we'll go ahead and create a file for you. However, you don't-

Speaker speaker\_2: Okay.

Speaker speaker\_0: ... want. How would you like to do?

Speaker speaker\_2: That's fine.

Speaker speaker\_0: Want to create the file? And who, who's the staffing agency you said you're working for?

Speaker speaker\_2: American Staffing.

Speaker speaker\_0: And may I have this... your whole Social Security number please?

Speaker speaker\_2: 440-72-6204.

Speaker speaker\_0: I'm gonna read it back to you to make sure I have it correct.  
440-72-6204?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Thank you. And your first name, sir?

Speaker speaker\_2: Darryl. D-A-R-R-Y-L.

Speaker speaker\_0: Last name?

Speaker speaker\_2: Sumral. S-U-M-R-A-L.

Speaker speaker\_0: Your date of birth, the month?

Speaker speaker\_2: September 5th, 1961.

Speaker speaker\_0: Thank you. And your mailing address.

Speaker speaker\_2: 413 West Britton Road, Apartment 161, Oklahoma City, Oklahoma.

Speaker speaker\_0: Um, the zip code?

Speaker speaker\_2: 73114.

Speaker speaker\_0: Let's see. Thank you. Um, is the phone number you're calling a good number to reach you, sir?

Speaker speaker\_2: Yes.

Speaker speaker\_0: Okay. So I'll proceed to, um, decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker\_2: Uh, no, that's it.

Speaker speaker\_0: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: Thank you.

Speaker speaker\_1: Hello? Hello?