

Transcript: Pamela

Blanc-5311406613250048-6578780209463296

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Benefits 10-04, this is Pamela speaking. How may I help you? Hello, Pamela. How you doing? Thank you. I'm doing good. And you? Fine. Ma'am, I was calling to, uh, decline of all benefits, I don't want any benefits through Carlson Staffing. Okay. And may I have, uh, the last four digits of your social? 9457. One second. 9457. And you say your first and last name right, sir? Uh, Tremell Lawson. So, Lawson, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. 822 East Park, Sugar Land, Texas 77498. Date of birth is October 6th, 1987. All right. And we have a telephone number of 502-817-343295- Yes. ... and your email is dannelle.burdleson@gmail.com? No, my, my email is lawsonbort87@yahoo.com. I have a new email. Okay. Lawson- Yeah, lawsonbort87@yahoo.com. Okay. Right, yeah, that's that. Okay, I'm gonna go ahead and, um, decline the auto-enrollment. Is there anything else I could do for you? No, that's it. Thank you for giving us a call. Have a great rest of the day. All right, bye.

Conversation Format

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

Speaker speaker_1: Benefits 10-04, this is Pamela speaking. How may I help you?

Speaker speaker_2: Hello, Pamela. How you doing?

Speaker speaker_1: Thank you. I'm doing good. And you?

Speaker speaker_2: Fine. Ma'am, I was calling to, uh, decline of all benefits, I don't want any benefits through Carlson Staffing.

Speaker speaker_1: Okay. And may I have, uh, the last four digits of your social?

Speaker speaker_2: 9457.

Speaker speaker_1: One second. 9457. And you say your first and last name right, sir?

Speaker speaker_2: Uh, Tremell Lawson.

Speaker speaker_1: So, Lawson, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: 822 East Park, Sugar Land, Texas 77498. Date of birth is October 6th, 1987.

Speaker speaker_1: All right. And we have a telephone number of 502-817-343295-

Speaker speaker_2: Yes.

Speaker speaker_1: ... and your email is dannelle.burdleson@gmail.com?

Speaker speaker_2: No, my, my email is lawsonbort87@yahoo.com. I have a new email.

Speaker speaker_1: Okay. Lawson-

Speaker speaker_2: Yeah, lawsonbort87@yahoo.com.

Speaker speaker_1: Okay. Right, yeah, that's that. Okay, I'm gonna go ahead and, um, decline the auto-enrollment. Is there anything else I could do for you?

Speaker speaker_2: No, that's it.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: All right, bye.