

## **Transcript: Pamela**

**Blanc-5315029737717760-4884573619798016**

### **Full Transcript**

Hello. Yes, how may I help you? I'm calling to opt out of them benefits. Who do you work for, ma'am? Serge. May I have the last four digits of your Social? 0407. 0403? 07. Thank you. Your first and last name, ma'am. Ebony Bandy. I could barely hear you. What's your name? Ebony Bandy. Bandy. Thank you, Miss Bandy. Uh, okay. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. I just gave you my Social and my name, so what you mean if you want a co- complete file? 4089 Cedar Red Tr- Well, e- I t- For, I'm telling you, I'm telling this to you, 4089 Cedar Red Trail, Stone Mountain 383. I mean, 388, 92189. Y'all always be wanting people to give out all their information over the phone, like that's too much private information, name, birthday, Social. That's just too much. So we have a telephone number on file, 404-5660-713. Oh my God. And your email is ebonybandy21@gmail.com. Correct. I'm gonna proceed to decline the auto enrollment. Is there anything else I can do for you, ma'am? No. I want you to do it while I'm on the phone. What you mean you gonna-

### **Conversation Format**

Speaker speaker\_0: Hello.

Speaker speaker\_1: Yes, how may I help you?

Speaker speaker\_0: I'm calling to opt out of them benefits.

Speaker speaker\_1: Who do you work for, ma'am?

Speaker speaker\_0: Serge.

Speaker speaker\_1: May I have the last four digits of your Social?

Speaker speaker\_0: 0407.

Speaker speaker\_1: 0403? 07. Thank you. Your first and last name, ma'am.

Speaker speaker\_0: Ebony Bandy.

Speaker speaker\_1: I could barely hear you. What's your name?

Speaker speaker\_0: Ebony Bandy.

Speaker speaker\_1: Bandy. Thank you, Miss Bandy. Uh, okay. For security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of

birth.

Speaker speaker\_0: I just gave you my Social and my name, so what you mean if you want a co- complete file? 4089 Cedar Red Tr-

Speaker speaker\_1: Well, e- I t-

Speaker speaker\_0: For, I'm telling you, I'm telling this to you, 4089 Cedar Red Trail, Stone Mountain 383. I mean, 388, 92189. Y'all always be wanting people to give out all their information over the phone, like that's too much private information, name, birthday, Social. That's just too much.

Speaker speaker\_1: So we have a telephone number on file, 404-5660-713.

Speaker speaker\_0: Oh my God.

Speaker speaker\_1: And your email is ebonybandy21@gmail.com.

Speaker speaker\_0: Correct.

Speaker speaker\_1: I'm gonna proceed to decline the auto enrollment. Is there anything else I can do for you, ma'am?

Speaker speaker\_0: No. I want you to do it while I'm on the phone. What you mean you gonna-