

## **Transcript: Pamela**

**Blanc-5443150696628224-4883094087352320**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. I thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Uh... Hi, Pamela. My name is David Wood with Surge Staffing. Okay. And I was wanting to, uh, opt out of the health insurance. Sure. Um, may I have the last four digits of your Social so I can pull up your file? Yeah, that's 1196. Mr. Wood, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth? Sure. That would be 1417 Lynch Lane, Apartment 26, Clarksville, Indiana, uh, 47129. And then you said date of birth? Yes, sir. April 27th, '92. Thank you for the information. We have a telephone number on file, 330-717-2925, and your email is kdrag13@yahoo.com? Correct. So I'm gonna go ahead and decline the auto enrollment. Is there anything else that you need help with? No, that's pretty much it. All right. Thank you for giving us a call today. Have a great rest of the day, sir. Sure. You too. Bye-bye.

### **Conversation Format**

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

Speaker speaker\_1: I thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Uh... Hi, Pamela. My name is David Wood with Surge Staffing.

Speaker speaker\_1: Okay.

Speaker speaker\_2: And I was wanting to, uh, opt out of the health insurance.

Speaker speaker\_1: Sure. Um, may I have the last four digits of your Social so I can pull up your file?

Speaker speaker\_2: Yeah, that's 1196.

Speaker speaker\_1: Mr. Wood, for security reasons and to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_2: Sure. That would be 1417 Lynch Lane, Apartment 26, Clarksville, Indiana, uh, 47129. And then you said date of birth?

Speaker speaker\_1: Yes, sir.

Speaker speaker\_2: April 27th, '92.

Speaker speaker\_1: Thank you for the information. We have a telephone number on file, 330-717-2925, and your email is kdrag13@yahoo.com?

Speaker speaker\_2: Correct.

Speaker speaker\_1: So I'm gonna go ahead and decline the auto enrollment. Is there anything else that you need help with?

Speaker speaker\_2: No, that's pretty much it.

Speaker speaker\_1: All right. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_2: Sure. You too.

Speaker speaker\_1: Bye-bye.