

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits ... This is Pamela speaking. How may I help you? Hi. My name's David Taborn. I work for Surge here in Sydney, Ohio, and I wanna call in and let you guys know, uh, I don't, I don't need your guys' insurance or benefits or anything. They told, they told us to call you guys on Thursday to let you know if we do need your insurance or we don't, so that way you don't take it out of my check, that's, uh, tomorrow. 'Cause I don't need your insurance or benefits. I just, I got insurance with somebody else, but I'll need your insurance so that way you guys don't take nothing out of my check for insurance. Mm-hmm. No problem. May I have the last four digits of your Social so I can pull up your file? It's 2613. Your first and last name? David Taborn. Mr. Taborn, 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. Sure. Date of birth is July, July 28, 1976. My address is 3244 River Road, Sydney, Ohio 45365. All right. Uh, we have a phone number on file which is 937-622-4618. Yeah. Is- That's me. All right. And your email is your last name.yourfirstname123@gmail.com? Right. I don't need your, uh, I don't need your benefits. I only need your insurance. No problem. I went ahead and declined the outer enrollment. Is there anything else that you need help with? No, ma'am. All right. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits ... This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. My name's David Taborn. I work for Surge here in Sydney, Ohio, and I wanna call in and let you guys know, uh, I don't, I don't need your guys' insurance or benefits or anything. They told, they told us to call you guys on Thursday to let you know if we do need your insurance or we don't, so that way you don't take it out of my check, that's, uh, tomorrow. 'Cause I don't need your insurance or benefits. I just, I got insurance with somebody else, but I'll need your insurance so that way you guys don't take nothing out of my check for insurance.

Speaker speaker_1: Mm-hmm. No problem. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_2: It's 2613.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: David Taborn.

Speaker speaker_1: Mr. Taborn, 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_2: Sure. Date of birth is July, July 28, 1976. My address is 3244 River Road, Sydney, Ohio 45365.

Speaker speaker_1: All right. Uh, we have a phone number on file which is 937-622-4618.

Speaker speaker_2: Yeah.

Speaker speaker_1: Is-

Speaker speaker_2: That's me.

Speaker speaker_1: All right. And your email is your last name.yourfirstname123@gmail.com?

Speaker speaker_2: Right. I don't need your, uh, I don't need your benefits. I only need your insurance.

Speaker speaker_1: No problem. I went ahead and declined the outer enrollment. Is there anything else that you need help with?

Speaker speaker_2: No, ma'am.

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

Speaker speaker_2: You too. Bye.