

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center 5. This is Pamela speaking. How may I help you? Hello. I just got hired through Surge. They told me to call this number, cancel the insurance, but I didn't want it. Sure. May I have the last four digits of your social? 1634. 1634. Your first and last name, sir? Jonathan Farmer. You said Farmer? Yes, ma'am. Okay. And when did you start working for Surge? Surge, yeah. When did you start working for them? When did- when did you begin to start working for them? Last Friday. Okay, and you said the last four is 1634, right? Yes, ma'am. Okay. So we have not received your information yet from Surge. It usually takes a week or so- Mm. ... for us to receive it. All right. If you would like and- and willing to provide the personal information, we could go ahead and create a file for you. If not, um, you could give us a call next week and we should have- All right. ... the information in the system. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits Center 5. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello. I just got hired through Surge. They told me to call this number, cancel the insurance, but I didn't want it.

Speaker speaker_1: Sure. May I have the last four digits of your social?

Speaker speaker_2: 1634.

Speaker speaker_1: 1634. Your first and last name, sir?

Speaker speaker_2: Jonathan Farmer.

Speaker speaker_1: You said Farmer?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. And when did you start working for Surge?

Speaker speaker_2: Surge, yeah.

Speaker speaker_1: When did you start working for them? When did- when did you begin to start working for them?

Speaker speaker_2: Last Friday.

Speaker speaker_1: Okay, and you said the last four is 1634, right?

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: Okay. So we have not received your information yet from Surge. It usually takes a week or so-

Speaker speaker_2: Mm.

Speaker speaker_1: ... for us to receive it.

Speaker speaker_2: All right.

Speaker speaker_1: If you would like and- and willing to provide the personal information, we could go ahead and create a file for you. If not, um, you could give us a call next week and we should have-

Speaker speaker_2: All right.

Speaker speaker_1: ... the information in the system.

Speaker speaker_2: Thank you.