

## **Transcript: Pamela**

**Blanc-5636332410290176-5695848543862784**

### **Full Transcript**

Thank you for calling Benefits Center of Florida. This is Pamela speaking. How may I help you? Yes, how you doing? Good, and you? I'm all right. Um, I was calling to opt out of, um, with the insurance. Who do you work for, ma'am? I work for Thirds. Okay. May I have the last four digits of your Social? 1906. First and last name? Kavita Pryce. Nice. When did you start working for them, ma'am? I started on Tuesday. Uh, no, m- um, on Wednesday, I'm sorry. On, uh, um... This week? On the... I started on the seventh. Yes, ma'am. Okay. So we have not received your information yet. They usually send it, like, a week after you start working. Oh. But if you're willing to provide the personal information- Mm-hmm. ... I can go ahead and create a file for you. File for me. Or you could give us- Okay. ... a call back, I would say Tuesday or Wednesday we- Okay. ... should have your information in the system. Okay, I will. All right. Hello? Oh, the call date Tuesday, right? Yes. Okay, thank you. Thank you for giving us a call. Have a good one. Have a great rest of the day. You too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits Center of Florida. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Yes, how you doing?

Speaker speaker\_0: Good, and you?

Speaker speaker\_1: I'm all right. Um, I was calling to opt out of, um, with the insurance.

Speaker speaker\_0: Who do you work for, ma'am?

Speaker speaker\_1: I work for Thirds.

Speaker speaker\_0: Okay. May I have the last four digits of your Social?

Speaker speaker\_1: 1906.

Speaker speaker\_0: First and last name?

Speaker speaker\_1: Kavita Pryce.

Speaker speaker\_0: Nice. When did you start working for them, ma'am?

Speaker speaker\_1: I started on Tuesday. Uh, no, m- um, on Wednesday, I'm sorry. On, uh, um...

Speaker speaker\_0: This week?

Speaker speaker\_1: On the... I started on the seventh. Yes, ma'am.

Speaker speaker\_0: Okay. So we have not received your information yet. They usually send it, like, a week after you start working.

Speaker speaker\_1: Oh.

Speaker speaker\_0: But if you're willing to provide the personal information-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... I can go ahead and create a file for you.

Speaker speaker\_1: File for me.

Speaker speaker\_0: Or you could give us-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... a call back, I would say Tuesday or Wednesday we-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... should have your information in the system.

Speaker speaker\_1: Okay, I will.

Speaker speaker\_0: All right. Hello?

Speaker speaker\_1: Oh, the call date Tuesday, right?

Speaker speaker\_0: Yes.

Speaker speaker\_1: Okay, thank you.

Speaker speaker\_0: Thank you for giving us a call.

Speaker speaker\_1: Have a good one.

Speaker speaker\_0: Have a great rest of the day.

Speaker speaker\_1: You too.