

Transcript: Pamela

Blanc-5685026970058752-5791748317429760

Full Transcript

. Hello? Uh, thank you for- Oh. ... calling Benefits in a Car. This is Pamela speaking. How may I help you? Yeah, I had a message. Uh, it said Surge, something about enrolling in something. Um, yes. It's, uh, the health insurance. Are you currently working for Surge? Yes. I don't want no insurance. Okay, so I could go ahead and check, um, for the auto enrollment. May I have the last four digits of your Social and your first and last name? 1537, Vanessa Pinegar. Could you repeat your last name for me please? Pinegar. P-I-N-E-G-A-R. And you said the last four is 1530? The what? The last four digits of your Social, you said it's 1530? Yes. It's 1537, yes. When did you start working for them, ma'am? Oh, on the second. Ma'am? Hello? Yes, I found your file. Um, Ms. Pinegar, for security reasons and just to make sure I am in the correct file, can we please verify your complete address and date of birth? 113 Greenland Drive, McMinnville, Tennessee 37110. And date of birth 5/1/1980. All right, thank you for the information. We have your telephone number 5931-743-7491 and vanessa... s- Pinegar. ... pinegar@gmail.com is your email. I'm going to go ahead and decline the auto enrollment. Is there anything else I can do for you, ma'am? No. All right, thank you for giving us a call today. Have a great rest of the day. Thank you.

Conversation Format

Speaker speaker_0: .

Speaker speaker_1: Hello?

Speaker speaker_0: Uh, thank you for-

Speaker speaker_1: Oh.

Speaker speaker_0: ... calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, I had a message. Uh, it said Surge, something about enrolling in something.

Speaker speaker_0: Um, yes. It's, uh, the health insurance. Are you currently working for Surge?

Speaker speaker_1: Yes. I don't want no insurance.

Speaker speaker_0: Okay, so I could go ahead and check, um, for the auto enrollment. May I have the last four digits of your Social and your first and last name?

Speaker speaker_1: 1537, Vanessa Pinegar.

Speaker speaker_0: Could you repeat your last name for me please?

Speaker speaker_1: Pinegar. P-I-N-E-G-A-R.

Speaker speaker_0: And you said the last four is 1530?

Speaker speaker_1: The what?

Speaker speaker_0: The last four digits of your Social, you said it's 1530?

Speaker speaker_1: Yes. It's 1537, yes.

Speaker speaker_0: When did you start working for them, ma'am?

Speaker speaker_1: Oh, on the second.

Speaker speaker_0: Ma'am?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, I found your file. Um, Ms. Pinegar, for security reasons and just to make sure I am in the correct file, can we please verify your complete address and date of birth?

Speaker speaker_1: 113 Greenland Drive, McMinnville, Tennessee 37110. And date of birth 5/1/1980.

Speaker speaker_0: All right, thank you for the information. We have your telephone number 5931-743-7491 and vanessa... s-

Speaker speaker_1: Pinegar.

Speaker speaker_0: ... pinegar@gmail.com is your email. I'm going to go ahead and decline the auto enrollment. Is there anything else I can do for you, ma'am?

Speaker speaker_1: No.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: Thank you.