

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Yes, um, I, um, the temp agency that I went through for my job, they gave me this number to call so, um, I can cancel the medical insurance, or the benefits or whatever. Okay, and who, who do you work for? Surge Staffing. Okay. May I have the last four digits of your Social? 9299. 9299? Correct. Your first and last name is? Sarah Trapp. Sarah, is it Sarah, Sarah Trapp? Yes. All right. Ms. Trapp, for security reasons, just to make sure we are in the correct file for you, please verify your complete address and date of birth. Um, I don't know what address I put down but my date of birth is May 5th, 1985. Um, the address could be 500, um, McPherson Highway in Clyde. Uh, no, we- Um, 147 Crestwood Drive, Willard, Ohio, 44890. Unfortunately not. Do you know your home- Well, they haven't updated my... I used to go through Surge Staffing in Norwalk and now I have, I'm going through Freemont, so they must not have updated my address, but I was living at, um, I've moved there, like I haven't been there in a while. It, it was, uh, Pleasant Street in Norwalk. I think it was 31 North Pleasant Street, apartment A. Okay, so, that's not the address. It was, yes, it was Norwalk, uh, Ohio. Yeah. But- Or 31 East, I'm sorry, so it's 31 East Washington Street, apartment A. Yeah, okay. So... But I don't know why they haven't updated it. Okay. I'm trying to explain that. So when you update your information with Surge, it does not automatically, um... Oh. ... update with us. So what's the new address? Um, so I'm actually moving tomorrow and I don't know the actual address. I'm moving to Port Clinton, so can I wait on giving you that address? Sure. Just give us a call- Okay. ... back and update it. Yeah. You want to decline the auto-enrollment? Yes. Okay. We have... See, the phone number for 1-967-8061. No. Uh, is it one you're calling from? Yes. Okay. And the email is your last name S85.com? @Yahoo.com. Mm-hmm. Yeah, that's correct. All right. I'll proceed to opt you out. Is there anything else I could do for you? Nope, that's it. All right, thank you for giving us a call and have a great rest of the day. All right, thanks. 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 in a Card, this is Pamela speaking. How may I help you?

Speaker speaker_2: Yes, um, I, um, the temp agency that I went through for my job, they gave me this number to call so, um, I can cancel the medical insurance, or the benefits or

whatever.

Speaker speaker_1: Okay, and who, who do you work for?

Speaker speaker_2: Surge Staffing.

Speaker speaker_1: Okay. May I have the last four digits of your Social?

Speaker speaker_2: 9299.

Speaker speaker_1: 9299?

Speaker speaker_2: Correct.

Speaker speaker_1: Your first and last name is?

Speaker speaker_2: Sarah Trapp.

Speaker speaker_1: Sarah, is it Sarah, Sarah Trapp?

Speaker speaker_2: Yes.

Speaker speaker_1: All right. Ms. Trapp, for security reasons, just to make sure we are in the correct file for you, please verify your complete address and date of birth.

Speaker speaker_2: Um, I don't know what address I put down but my date of birth is May 5th, 1985. Um, the address could be 500, um, McPherson Highway in Clyde.

Speaker speaker_1: Uh, no, we-

Speaker speaker_2: Um, 147 Crestwood Drive, Willard, Ohio, 44890.

Speaker speaker_1: Unfortunately not. Do you know your home-

Speaker speaker_2: Well, they haven't updated my... I used to go through Surge Staffing in Norwalk and now I have, I'm going through Freemont, so they must not have updated my address, but I was living at, um, I've moved there, like I haven't been there in a while. It, it was, uh, Pleasant Street in Norwalk. I think it was 31 North Pleasant Street, apartment A.

Speaker speaker_1: Okay, so, that's not the address. It was, yes, it was Norwalk, uh, Ohio.

Speaker speaker_2: Yeah.

Speaker speaker_1: But-

Speaker speaker_2: Or 31 East, I'm sorry, so it's 31 East Washington Street, apartment A.

Speaker speaker_1: Yeah, okay. So...

Speaker speaker_2: But I don't know why they haven't updated it.

Speaker speaker_1: Okay. I'm trying to explain that. So when you update your information with Surge, it does not automatically, um...

Speaker speaker_2: Oh.

Speaker speaker_1: ... update with us. So what's the new address?

Speaker speaker_2: Um, so I'm actually moving tomorrow and I don't know the actual address. I'm moving to Port Clinton, so can I wait on giving you that address?

Speaker speaker_1: Sure. Just give us a call-

Speaker speaker_2: Okay.

Speaker speaker_1: ... back and update it.

Speaker speaker_2: Yeah.

Speaker speaker_1: You want to decline the auto-enrollment?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. We have... See, the phone number for 1-967-8061.

Speaker speaker_2: No.

Speaker speaker_1: Uh, is it one you're calling from?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. And the email is your last name S85.com?

Speaker speaker_2: @Yahoo.com.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Yeah, that's correct.

Speaker speaker_1: All right. I'll proceed to opt you out. Is there anything else I could do for you?

Speaker speaker_2: Nope, that's it.

Speaker speaker_1: All right, thank you for giving us a call and have a great rest of the day.

Speaker speaker_2: All right, thanks. Bye.