

## **Transcript: Pamela**

**Blanc-5730138147831808-6224111262023680**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you? Hello. I was told to call this number to opt out of the benefits. Can I have the last three digits of your Social and the name of the staff agency you're working for? 1164, and I work at Surge. Your first and last name, sir? Davion Hicks. You said 1164, right? Yes. Davion? Yes. Can you repeat your last name for me, please? Hicks. Okay. When did you start working for Surge? Uh, last... Uh, I just got on, I think, last... Well, my first day was Tuesday. Okay. So we have not received yet your information, um, the file. We could go ahead and create a file if you're willing to provide the personal information, but... Or you could give us a call back sometime next week in which we'll have your file available. Oh, okay. So I can call back Monday? Yes, you could try Monday. Okay, thank you. All right. Thank you for giving us a call. Have a good rest of your day. You too.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits 10-04. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Hello. I was told to call this number to opt out of the benefits.

Speaker speaker\_1: Can I have the last three digits of your Social and the name of the staff agency you're working for?

Speaker speaker\_2: 1164, and I work at Surge.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Davion Hicks.

Speaker speaker\_1: You said 1164, right?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Davion?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Can you repeat your last name for me, please?

Speaker speaker\_2: Hicks.

Speaker speaker\_1: Okay. When did you start working for Surge?

Speaker speaker\_2: Uh, last... Uh, I just got on, I think, last... Well, my first day was Tuesday.

Speaker speaker\_1: Okay. So we have not received yet your information, um, the file. We could go ahead and create a file if you're willing to provide the personal information, but... Or you could give us a call back sometime next week in which we'll have your file available.

Speaker speaker\_2: Oh, okay. So I can call back Monday?

Speaker speaker\_1: Yes, you could try Monday.

Speaker speaker\_2: Okay, thank you.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a good rest of your day.

Speaker speaker\_2: You too.