

Transcript: Pamela

Blanc-5748841275408384-5599769000361984

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for choosing Benefits in a Car. This is Pamela speaking, how may I help you? Hi, I just wanted to discontinue, I don't want to enroll in the, um, in the medical. So you don't want to enroll? Yes. I already have insurance. Who do you work for, sir? Um, Sturges, I'm a ma'am. Sure, okay. May I have the last four digits of your Social? 5416. 5416. And your first and last name, sir? Rayvon Brooker. Okay, Mr. Brooker, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? Yeah, it's 75 Sturges Avenue, Apartment B2, Lansford, Ohio 11... April 11th, 1992. Thank you for the information. We have a phone number, 419-297-414... 4124, and your email is loyalty.olivia@gmail.com. Yep. Thank you. Um, so I will go ahead and... decline the auto enrollment. Okay, thank you. Anything else I could do for you, sir, today? Ma'am, I'm sorry. Nothing, it's okay. All right. Nothing. Thank you for calling Benefits in a Car, have a great rest of the 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 choosing Benefits in a Car. This is Pamela speaking, how may I help you?

Speaker speaker_2: Hi, I just wanted to discontinue, I don't want to enroll in the, um, in the medical.

Speaker speaker_1: So you don't want to enroll?

Speaker speaker_2: Yes. I already have insurance.

Speaker speaker_1: Who do you work for, sir?

Speaker speaker_2: Um, Sturges, I'm a ma'am.

Speaker speaker_1: Sure, okay. May I have the last four digits of your Social?

Speaker speaker_2: 5416.

Speaker speaker_1: 5416. And your first and last name, sir?

Speaker speaker_2: Rayvon Brooker.

Speaker speaker_1: Okay, Mr. Brooker, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_2: Yeah, it's 75 Sturges Avenue, Apartment B2, Lansford, Ohio 11... April 11th, 1992.

Speaker speaker_1: Thank you for the information. We have a phone number, 419-297-414... 4124, and your email is loyalty.olivia@gmail.com.

Speaker speaker_2: Yep.

Speaker speaker_1: Thank you. Um, so I will go ahead and... decline the auto enrollment.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Anything else I could do for you, sir, today? Ma'am, I'm sorry.

Speaker speaker_2: Nothing, it's okay.

Speaker speaker_1: All right.

Speaker speaker_2: Nothing.

Speaker speaker_1: Thank you for calling Benefits in a Car, have a great rest of the day.

Speaker speaker_2: You too.