

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-05. This is Pamela speaking. How may I help you? Yeah, uh, I was wanting to opt out of the health insurance. I work through, or for Surge through, through Ivy Tech and I was wanting to opt out of the health insurance. Who do you work for? I'm through Surge for Ivy Tech. May I have the last four digits of the social? What is it? The last four digits of the Social Security number. My last four digits? Yes, sir. 9265. 96-... Hello? What is it? I couldn't hear you, sir. 96- 9265. Thank you. Your first and last name? Fredrick Trexford. And when did you start working for them? Uh, I don't know. I've been there for a few weeks. I don't know when the start date was. Give me one second. Huh? All right. Mr. Trexford, for security reasons and to make sure we are in the correct file, we need to verify the complete address and date of birth. I don't know what address I have on there, but my birthday is October 29th, 1988. I don't know what address I have on there. I understand, sir. Then I will need you to verify your complete Social Security number for me. My complete Social Security number? Hello? Yes, sir. 280-92-9265. Thank you. Do you have the 5512 East Mans- Mansfield Street? Yeah, okay, I got it. Okay. Thank you. Yeah, that's the right one. So you want to opt out of the auto enrollment? Yeah, I want to opt out. I proceed to opt you out. Is there anything else that you need help with, sir? No, thank you. All right, thank you for giving us a call today. Have a great rest of the day. You too. Bye. So does that mean it's done? Yes, sir. Okay, thank you. 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 10-05. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, uh, I was wanting to opt out of the health insurance. I work through, or for Surge through, through Ivy Tech and I was wanting to opt out of the health insurance.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: I'm through Surge for Ivy Tech.

Speaker speaker_1: May I have the last four digits of the social?

Speaker speaker_2: What is it?

Speaker speaker_1: The last four digits of the Social Security number.

Speaker speaker_2: My last four digits?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 9265.

Speaker speaker_1: 96-... Hello?

Speaker speaker_2: What is it?

Speaker speaker_1: I couldn't hear you, sir. 96-

Speaker speaker_2: 9265.

Speaker speaker_1: Thank you. Your first and last name?

Speaker speaker_2: Fredrick Treford.

Speaker speaker_1: And when did you start working for them?

Speaker speaker_2: Uh, I don't know. I've been there for a few weeks. I don't know when the start date was.

Speaker speaker_1: Give me one second.

Speaker speaker_2: Huh?

Speaker speaker_1: All right. Mr. Treford, for security reasons and to make sure we are in the correct file, we need to verify the complete address and date of birth.

Speaker speaker_2: I don't know what address I have on there, but my birthday is October 29th, 1988. I don't know what address I have on there.

Speaker speaker_1: I understand, sir. Then I will need you to verify your complete Social Security number for me.

Speaker speaker_2: My complete Social Security number? Hello?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: 280-92-9265.

Speaker speaker_1: Thank you. Do you have the 5512 East Mans- Mansfield Street?

Speaker speaker_2: Yeah, okay, I got it. Okay. Thank you. Yeah, that's the right one.

Speaker speaker_1: So you want to opt out of the auto enrollment?

Speaker speaker_2: Yeah, I want to opt out.

Speaker speaker_1: I proceed to opt you out. Is there anything else that you need help with, sir?

Speaker speaker_2: No, thank you.

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

Speaker speaker_2: You too. Bye. So does that mean it's done?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay, thank you. Bye.