

## **Transcript: Pamela**

**Blanc-5964371500646400-4584891557265408**

### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hi. Uh, yes, ma'am. Um, my name is Ralph Coy Junior, and I'm an employee of, uh, the Surge, uh, temporary agency. Um, and I need to call to, uh, opt out of the, uh, medical coverage and card, um, with you guys, 'cause I have my own insurance. Sure. May I have the last four digits of your social? Yes, it's 1327. And you say your name there, sir? Yeah, it's Ralph D. Coy Junior. Last name is spelled C-O-Y. Mr. Coy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Okay. My address is 4167 Rohr Road, Groveport, Ohio 43125. And my date of birth is March 26th, 1975. Thank you for the information. We have a telephone number on file, 614-314-1341. Yes. And your email is your, um, the letter R, R, your last name@columbus.r.r.com. Correct. I will go ahead and opt you out. Is there anything else I could do for you, sir? No, that's all I need. Thank you for giving us a call today. Have a great rest of the day, sir. You too. Thanks. Bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi. Uh, yes, ma'am. Um, my name is Ralph Coy Junior, and I'm an employee of, uh, the Surge, uh, temporary agency. Um, and I need to call to, uh, opt out of the, uh, medical coverage and card, um, with you guys, 'cause I have my own insurance.

Speaker speaker\_0: Sure. May I have the last four digits of your social?

Speaker speaker\_1: Yes, it's 1327.

Speaker speaker\_0: And you say your name there, sir?

Speaker speaker\_1: Yeah, it's Ralph D. Coy Junior. Last name is spelled C-O-Y.

Speaker speaker\_0: Mr. Coy, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker\_1: Okay. My address is 4167 Rohr Road, Groveport, Ohio 43125. And my date of birth is March 26th, 1975.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file, 614-314-1341.

Speaker speaker\_1: Yes.

Speaker speaker\_0: And your email is your, um, the letter R, R, your last name@columbus.r.r.com.

Speaker speaker\_1: Correct.

Speaker speaker\_0: I will go ahead and opt you out. Is there anything else I could do for you, sir?

Speaker speaker\_1: No, that's all I need.

Speaker speaker\_0: Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker\_1: You too. Thanks. Bye.