

Transcript: Pamela

Blanc-6169785345556480-5539525878923264

Full Transcript

Thank you for calling United States Senate. Hello? Hello? This is Deborah speaking. How may I help you? Yes, my name's Michael Lowe and I'm, uh, calling to opt out of the insurance offer that Surge gave me. Okay. May I have the last four digits of your Social? 1980. And you said Surge? Yeah, Surge. May I... Okay. Can you repeat your first and last name for me, please? Michael Lowe. Mr. Lowe, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 8193 Water Street, Washington Courthouse, Ohio. And what's the other information you need? Your date of birth? 6/10/1974. Thank you for the information. We have a telephone number on file, 740-708-0349. That's, uh, not an updated number but, uh, I got the new number that I'm, uh, calling off of is, uh, 740- Is this the number you're calling from? Yes, it is. That's my updated number. All right. So I'm going to go ahead and decline the auto-enrollment. Is there anything else I could assist you, sir? That's it, ma'am. All right. Thank you for being with us. Have a great rest of the day. You too, ma'am. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling United States Senate.

Speaker speaker_1: Hello? Hello?

Speaker speaker_0: This is Deborah speaking. How may I help you?

Speaker speaker_1: Yes, my name's Michael Lowe and I'm, uh, calling to opt out of the insurance offer that Surge gave me.

Speaker speaker_0: Okay. May I have the last four digits of your Social?

Speaker speaker_1: 1980.

Speaker speaker_0: And you said Surge?

Speaker speaker_1: Yeah, Surge.

Speaker speaker_0: May I... Okay. Can you repeat your first and last name for me, please?

Speaker speaker_1: Michael Lowe.

Speaker speaker_0: Mr. Lowe, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_1: 8193 Water Street, Washington Courthouse, Ohio. And what's the other information you need?

Speaker speaker_0: Your date of birth?

Speaker speaker_1: 6/10/1974.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 740-708-0349.

Speaker speaker_1: That's, uh, not an updated number but, uh, I got the new number that I'm, uh, calling off of is, uh, 740-

Speaker speaker_0: Is this the number you're calling from?

Speaker speaker_1: Yes, it is. That's my updated number.

Speaker speaker_0: All right. So I'm going to go ahead and decline the auto-enrollment. Is there anything else I could assist you, sir?

Speaker speaker_1: That's it, ma'am.

Speaker speaker_0: All right. Thank you for being with us. Have a great rest of the day.

Speaker speaker_1: You too, ma'am. Thank you.