

Transcript: Pamela

Blanc-6202100689092608-4516617814753280

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. This is Pamela again. How may I help you? Yes, um, I was told to call this number so insurance wouldn't be taking out my check through my job because I already have my own, so I want to cancel it ... from being deducted from out of my check. I understand. And what's the, um, staffing agency you work for? Um, Surge. Surge. Okay, let's see. And what's the last four digits of the social? 6700. 6700. And your first and last name? Fantasia Holly. Miss Holly, 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? 1507 Devereux Street. And what else you need? I need the complete address and date of birth. Okay. 1507 Devereux Street, Tupelo, Mississippi 38804. Date of birth is 12-14-1993. Thank you for the information. We have a telephone number on file, 692-8217 and your email is your first name, your last name at gmail.com? Yes. Yes, ma'am, fantasiaholly@gmail.com. Yes, ma'am. Hello? So, um, sorry. I went, I went ahead and declined the auto enrollment. Is there anything else I could do for you? No, ma'am. I was just told to call and cancel it. Um, thank you for giving us a call today. Have a wonderful rest of your day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: This is Pamela again. How may I help you?

Speaker speaker_2: Yes, um, I was told to call this number so insurance wouldn't be taking out my check through my job because I already have my own, so I want to cancel it ... from being deducted from out of my check.

Speaker speaker_1: I understand. And what's the, um, staffing agency you work for?

Speaker speaker_2: Um, Surge.

Speaker speaker_1: Surge. Okay, let's see. And what's the last four digits of the social?

Speaker speaker_2: 6700.

Speaker speaker_1: 6700. And your first and last name?

Speaker speaker_2: Fantasia Holly.

Speaker speaker_1: Miss Holly, 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: 1507 Devereux Street. And what else you need?

Speaker speaker_1: I need the complete address and date of birth.

Speaker speaker_2: Okay. 1507 Devereux Street, Tupelo, Mississippi 38804. Date of birth is 12-14-1993.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 692-8217 and your email is your first name, your last name at gmail.com?

Speaker speaker_2: Yes. Yes, ma'am, fantasiaholly@gmail.com. Yes, ma'am. Hello?

Speaker speaker_1: So, um, sorry. I went, I went ahead and declined the auto enrollment. Is there anything else I could do for you?

Speaker speaker_2: No, ma'am. I was just told to call and cancel it.

Speaker speaker_1: Um, thank you for giving us a call today. Have a wonderful rest of your day.

Speaker speaker_2: Thank you.

Speaker speaker_1: Bye.