

Transcript: Pamela

Blanc-6245112906301440-4977326473134080

Full Transcript

Hello. This is 1004, I'm Pamela speaking. How may I help you? I'm sorry. Uh, hello. This is Anthony Esparza. Um, I was just calling so I could opt out of some medical benefits. Okay. And who do you work for? Uh, Surge Staffing. May I have the last four digits of your social? 0106. Your first and last name, sir? Anthony Esparza, E-S-P-A-R-Z-A. Mm. Anthony Esparza. One second. All right. Mr. Esparza, for security purposes- Yes. ... to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 2716 Lincoln Street, Anderson, Indiana, 46016. Um, and my birthdate is 8/27/2002. Thank you for the information. We have a telephone number on file. Um, 317-8925, and your email is anthonyesparza512@yahoo.com. Yes. I'm going to go ahead and cancel the benefits. It takes one to two weeks for all changes to be processed. Okay. You might experience one or two deductions before it's completely canceled. Man, what the fuck? Was there anything else I could do for you, sir? No, that's it. All right. Thank you for giving us a call-

Conversation Format

Speaker speaker_0: Hello. This is 1004, I'm Pamela speaking. How may I help you?

Speaker speaker_1: I'm sorry. Uh, hello. This is Anthony Esparza. Um, I was just calling so I could opt out of some medical benefits.

Speaker speaker_0: Okay. And who do you work for?

Speaker speaker_1: Uh, Surge Staffing.

Speaker speaker_0: May I have the last four digits of your social?

Speaker speaker_1: 0106.

Speaker speaker_0: Your first and last name, sir?

Speaker speaker_1: Anthony Esparza, E-S-P-A-R-Z-A.

Speaker speaker_0: Mm. Anthony Esparza. One second. All right. Mr. Esparza, for security purposes-

Speaker speaker_1: Yes.

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

Speaker speaker_1: Uh, 2716 Lincoln Street, Anderson, Indiana, 46016. Um, and my birthdate is 8/27/2002.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. Um, 317-8925, and your email is anthonyesparza512@yahoo.com.

Speaker speaker_1: Yes.

Speaker speaker_0: I'm going to go ahead and cancel the benefits. It takes one to two weeks for all changes to be processed.

Speaker speaker_1: Okay.

Speaker speaker_0: You might experience one or two deductions before it's completely canceled.

Speaker speaker_1: Man, what the fuck?

Speaker speaker_0: Was there anything else I could do for you, sir?

Speaker speaker_1: No, that's it.

Speaker speaker_0: All right. Thank you for giving us a call-