Transcript: Pamela Blanc-6356612256546816-6592635540520960

Full Transcript

Thank you for calling Benefits in a Card, this is Pamela speaking. How may I help you? Um, yes, I was calling to opt out of the insurance. All right, who do you work for, ma'am? Serge. Can I have the last four digits of the Social? 31-20. First and last name? Dominique Tate. Okay, Ms. Tate. Let's see. When did you start working for them? Um, my first day was yesterday, the fifth. Okay, so we do not have your file yet in the system. If you're willing to provide the personal information, I could go ahead and create a file and decline the auto enrollment, or you could give us a call back, I would say, Monday or Tuesday, and we should have your information in the system. I can go ahead and do it now, that's fine. Okay. Give me one second. Right, this time I'm gonna need the whole Social Security number. 416-33-3120. Right. I'm gonna read it back to you, 416-33-3120. Yes, ma'am. And then, Dominique... And your date of birth? 3/20/89. We're gonna need a mailing address. It's 711 Brookland, that's B-R-O-O-K-L-A-N-D, Curve, Montgomery, Alabama, 36117. Is the telephone number you're calling from a good number to reach you? Yes, ma'am. I'm gonna go ahead and decline the auto enrollment. You do have 30 days from the first day you started working in case you change your mind, all right? Okay. All right. Anything else I can do for you, ma'am? No, ma'am. All right, thank you for giving us a call today. Have a great rest of the day. You too, thank you.

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: Um, yes, I was calling to opt out of the insurance.

Speaker speaker_0: All right, who do you work for, ma'am?

Speaker speaker_1: Serge.

Speaker speaker_0: Can I have the last four digits of the Social?

Speaker speaker_1: 31-20.

Speaker speaker_0: First and last name?

Speaker speaker_1: Dominique Tate.

Speaker speaker_0: Okay, Ms. Tate. Let's see. When did you start working for them?

Speaker speaker_1: Um, my first day was yesterday, the fifth.

Speaker speaker_0: Okay, so we do not have your file yet in the system. If you're willing to provide the personal information, I could go ahead and create a file and decline the auto enrollment, or you could give us a call back, I would say, Monday or Tuesday, and we should have your information in the system.

Speaker speaker_1: I can go ahead and do it now, that's fine.

Speaker speaker_0: Okay. Give me one second. Right, this time I'm gonna need the whole Social Security number.

Speaker speaker_1: 416-33-3120.

Speaker speaker_0: Right. I'm gonna read it back to you, 416-33-3120.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And then, Dominique... And your date of birth?

Speaker speaker_1: 3/20/89.

Speaker speaker_0: We're gonna need a mailing address.

Speaker speaker_1: It's 711 Brookland, that's B-R-O-O-K-L-A-N-D, Curve, Montgomery, Alabama, 36117.

Speaker speaker_0: Is the telephone number you're calling from a good number to reach you?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: I'm gonna go ahead and decline the auto enrollment. You do have 30 days from the first day you started working in case you change your mind, all right?

Speaker speaker_1: Okay.

Speaker speaker_0: All right. Anything else I can do for you, ma'am?

Speaker speaker_1: No, ma'am.

Speaker speaker_0: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_1: You too, thank you.