

Transcript: Pamela

Blanc-6596875109318656-5263689309798400

Full Transcript

Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you? Uh, I'm trying to decline my c- the, the coverage. It says to call. Okay. Who you work for, sir? Serge Stafford. Can I have the last four digits of your Social so I can pull up your file? Uh, 9699. And your first and last name, sir? Uh, Jeremy Kilgore. Mr. Kilgore, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 12/27/87. My address, 3444 Parham, P-a-r-h-a-m, Drive, Grand Prairie, Texas 75052. Thank you for the information. We have a telephone number on file, 214-616-0964. Correct. I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, sir? Yeah. You, you said I... Uh, you put it as declined, right? Yes, sir. Yeah. That, that's it. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits on a Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Uh, I'm trying to decline my c- the, the coverage. It says to call.

Speaker speaker_0: Okay. Who you work for, sir?

Speaker speaker_1: Serge Stafford.

Speaker speaker_0: Can I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: Uh, 9699.

Speaker speaker_0: And your first and last name, sir?

Speaker speaker_1: Uh, Jeremy Kilgore.

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

Speaker speaker_1: Uh, 12/27/87. My address, 3444 Parham, P-a-r-h-a-m, Drive, Grand Prairie, Texas 75052.

Speaker speaker_0: Thank you for the information. We have a telephone number on file, 214-616-0964.

Speaker speaker_1: Correct.

Speaker speaker_0: I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: Yeah. You, you said I... Uh, you put it as declined, right?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Yeah. That, that's it.

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

Speaker speaker_1: You too.