

Transcript: Pamela

Blanc-6598736116236288-4842819167240192

Full Transcript

Thank you for calling Benefits ... speaking, how may I help you? Yes, uh, this is James Madigan and I g- I got the check about being enrolled in it and I was just letting you know I don't want to be enrolled in it. Okay. And who do you work for? Hold on s-... Which address? Are you working for the state agency? Third. I have the last four digits of your social, so I can pull up your file. You said what? The last four digits of your social. Oh, 1621. 1621. First and last name? James Madigan. James Madigan? Mr. Madigan, 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. 10281 207 Lester Court, Boiling Springs, South Carolina 29316. Thank you. We have a phone number on file, 864-347-6406. I'm going to go ahead- Yeah. ... and decline the enrollment. Is there anything else I could do for you, sir? Oh, no, thank you. No, thank you for calling Benefits ... Have a great rest of the day. Okay.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits ... speaking, how may I help you?

Speaker speaker_1: Yes, uh, this is James Madigan and I g- I got the check about being enrolled in it and I was just letting you know I don't want to be enrolled in it.

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

Speaker speaker_1: Hold on s-... Which address?

Speaker speaker_0: Are you working for the state agency?

Speaker speaker_1: Third.

Speaker speaker_0: I have the last four digits of your social, so I can pull up your file.

Speaker speaker_1: You said what?

Speaker speaker_0: The last four digits of your social.

Speaker speaker_1: Oh, 1621. 1621.

Speaker speaker_0: First and last name?

Speaker speaker_1: James Madigan.

Speaker speaker_0: James Madigan? Mr. Madigan, 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: 10281 207 Lester Court, Boiling Springs, South Carolina 29316.

Speaker speaker_0: Thank you. We have a phone number on file, 864-347-6406. I'm going to go ahead-

Speaker speaker_1: Yeah.

Speaker speaker_0: ... and decline the enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: Oh, no, thank you.

Speaker speaker_0: No, thank you for calling Benefits ... Have a great rest of the day.

Speaker speaker_1: Okay.