

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you? Uh, this is Kentay Richardson. I was calling, if... I got a message saying about some insurance, but I don't want that insurance at all, so please search. Okay. And what's the last four digits of your Social? 3614. 3614? Yes, 3614. Thank you. Your first and last name, sir? Kentay Richardson. When did you start working for them? I didn't start working. Uh, my first one was, um... Hold on. Hold... Can you repeat- Oh. ... your last name for me? I'm sorry. Uh, I'm missing it. Richardson. Richardson. Richardson. Richardson. Well, um... I started, the first day I worked was, uh, November the 23rd, 2000, uh, 4. Okay. That's correct. I mean, 2024. Say it again? Yeah. Uh, uh, at this point, I believe found your file. Um- Mm-hmm. ... can we verify your complete address and date of birth for security reasons? Uh- Just to make sure we have- P.O. Box, P.O. Box 4-0483, Autograph, Alabama, 36003. Thank you. And what was the date of birth, sir? 031793. Thank you. We have a telephone number on file, 334-313-5166. Correct. 334-201-9239. And you- What is that? That's another phone number we have on file. 201? 334-201-9239. Uh, um, I don't have that number no more. Okay. Let me ask thing. And then we have the email, which is your first name, last name, 21 at yahoo.com? Correct. All right. So you want to opt how? All right, you have- Yeah. ... come on and proceed to opt you out. Is there anything else that I could do for you? That's all. All right. Thank you for giving us a call today, sir. Have a great rest of the day. You, same. Mm-hmm. Bye-bye. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, this is Kentay Richardson. I was calling, if... I got a message saying about some insurance, but I don't want that insurance at all, so please search.

Speaker speaker_1: Okay. And what's the last four digits of your Social?

Speaker speaker_2: 3614.

Speaker speaker_1: 3614?

Speaker speaker_2: Yes, 3614.

Speaker speaker_1: Thank you. Your first and last name, sir?

Speaker speaker_2: Kentay Richardson.

Speaker speaker_1: When did you start working for them?

Speaker speaker_2: I didn't start working. Uh, my first one was, um... Hold on. Hold...

Speaker speaker_1: Can you repeat-

Speaker speaker_2: Oh.

Speaker speaker_1: ... your last name for me? I'm sorry. Uh, I'm missing it.

Speaker speaker_2: Richardson. Richardson.

Speaker speaker_1: Richardson.

Speaker speaker_2: Richardson.

Speaker speaker_1: Well, um...

Speaker speaker_2: I started, the first day I worked was, uh, November the 23rd, 2000, uh, 4.

Speaker speaker_1: Okay. That's correct.

Speaker speaker_2: I mean, 2024. Say it again?

Speaker speaker_1: Yeah. Uh, uh, at this point, I believe found your file. Um-

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: ... can we verify your complete address and date of birth for security reasons?

Speaker speaker_2: Uh-

Speaker speaker_1: Just to make sure we have-

Speaker speaker_2: P.O. Box, P.O. Box 4-0483, Autography, Alabama, 36003.

Speaker speaker_1: Thank you. And what was the date of birth, sir?

Speaker speaker_2: 031793.

Speaker speaker_1: Thank you. We have a telephone number on file, 334-313-5166.

Speaker speaker_2: Correct.

Speaker speaker_1: 334-201-9239. And you-

Speaker speaker_2: What is that?

Speaker speaker_1: That's another phone number we have on file.

Speaker speaker_2: 201?

Speaker speaker_1: 334-201-9239.

Speaker speaker_2: Uh, um, I don't have that number no more.

Speaker speaker_1: Okay. Let me ask thing. And then we have the email, which is your first name, last name, 21 at yahoo.com?

Speaker speaker_2: Correct.

Speaker speaker_1: All right. So you want to opt how? All right, you have-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... come on and proceed to opt you out. Is there anything else that I could do for you?

Speaker speaker_2: That's all.

Speaker speaker_1: All right. Thank you for giving us a call today, sir. Have a great rest of the day.

Speaker speaker_2: You, same.

Speaker speaker_1: Mm-hmm. Bye-bye.

Speaker speaker_2: Bye-bye.