

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits Center 4. This is Pamela speaking. How may I help you? Oh, yes. Um, I just left Surge, the surge company, and she gave me this number, to, um, say that I wanted to opt out one of the benefits. So that's, that's what I was calling about. Okay. Yes. You said that you- Do you need my infor- ... were you working for? Surge. Okay. May I have the last four digits of your Social so I can pull up your file? Okay. 3680. First and last name, sir. Robert Thomas IV. Robert. Can you repeat your last name for me, sir? Thomas. Hm. And you said the last four is 3680? Yes, the last four 3680. And when do you start working for Surge? Uh, I just... U- um, today. Like, I just got employed today- Oh. ... but I start my job... Yeah, I start my... I start my job tomorrow morning. But she gave- Okay. ... me the number. Yeah, 'cause I said I wanted to opt out. I didn't want the benefits. Yeah. I completely understand. So we don't have the information in the system yet. It usually take a week for us to receive it. Oh. Now, if- Okay. ... you would like and willing to provide your personal information, we'll go, go ahead and create a file for you. Or, you could give us a call, I will say, probably next Thursday or Friday and we should have your information in the system. Okay. Oh, w- what, what information do you need right now, that you wanna, that you can put in there? I will need your full Social Security number, date of birth, um, mailing address or, or physical address, phone number. Okay. Okay. Do you wanna go ahead? Yeah, I'll go ahead. Okay. So... May I... Can you please tell me- Uh-huh. ... um, your Social Security number? 226453680. Right. I'm gonna read it back to you. 226453680. Yes. Correct. Can you spell your first name for me, please? R-O-B-E-R-T. Okay. Robert Thomas. I just wanted to double-check. Um, and your date of birth, sir. Um, August 26th, 1981. All right. Is the telephone number y- you're calling from is that the number to reach you? Yeah, 804-528-7192. Perfect. Um, and the last thing I need right now is your mailing address. Mailing address, 2258 Afton Avenue. Can you repeat that for me? It didn't go through. 2252? Okay. Two... No. 2258. Okay. All right. I'm sorry. Afton Avenue. Afton. Uh-huh. All right. A-F-T-O-N. Yeah, okay. Mm-hmm. In the city? Yes, Richmond City. Richmond, Virginia. All right. ZIP Code? ZIP Code 23224. All right. I'm gonna go ahead and opt you out. Um, you do have 30 days from the day you start working if you change your mind. Is there anything else I can do for you, sir? No, ma'am. That's it. All right. Thank you for giving us a call. Have a great rest of the day, sir. Yeah, you too. Bye-bye. Okay. All right.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center 4. This is Pamela speaking. How may I help you?

Speaker speaker_1: Oh, yes. Um, I just left Surge, the surge company, and she gave me this number, to, um, say that I wanted to opt out one of the benefits. So that's, that's what I was calling about.

Speaker speaker_0: Okay.

Speaker speaker_1: Yes.

Speaker speaker_0: You said that you-

Speaker speaker_1: Do you need my infor-

Speaker speaker_0: ... were you working for?

Speaker speaker_1: Surge.

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

Speaker speaker_1: Okay. 3680.

Speaker speaker_0: First and last name, sir.

Speaker speaker_1: Robert Thomas IV.

Speaker speaker_0: Robert. Can you repeat your last name for me, sir?

Speaker speaker_1: Thomas.

Speaker speaker_0: Hm. And you said the last four is 3680?

Speaker speaker_1: Yes, the last four 3680.

Speaker speaker_0: And when do you start working for Surge?

Speaker speaker_1: Uh, I just... U- um, today. Like, I just got employed today-

Speaker speaker_0: Oh.

Speaker speaker_1: ... but I start my job... Yeah, I start my... I start my job tomorrow morning. But she gave-

Speaker speaker_0: Okay.

Speaker speaker_1: ... me the number. Yeah, 'cause I said I wanted to opt out. I didn't want the benefits. Yeah.

Speaker speaker_0: I completely understand. So we don't have the information in the system yet. It usually take a week for us to receive it.

Speaker speaker_1: Oh.

Speaker speaker_0: Now, if-

Speaker speaker_1: Okay.

Speaker speaker_0: ... you would like and willing to provide your personal information, we'll go, go ahead and create a file for you. Or, you could give us a call, I will say, probably next Thursday or Friday and we should have your information in the system.

Speaker speaker_1: Okay. Oh, w- what, what information do you need right now, that you wanna, that you can put in there?

Speaker speaker_0: I will need your full Social Security number, date of birth, um, mailing address or, or physical address, phone number.

Speaker speaker_1: Okay. Okay.

Speaker speaker_0: Do you wanna go ahead?

Speaker speaker_1: Yeah, I'll go ahead.

Speaker speaker_0: Okay. So... May I... Can you please tell me-

Speaker speaker_1: Uh-huh.

Speaker speaker_0: ... um, your Social Security number?

Speaker speaker_1: 226453680.

Speaker speaker_0: Right. I'm gonna read it back to you. 226453680.

Speaker speaker_1: Yes. Correct.

Speaker speaker_0: Can you spell your first name for me, please?

Speaker speaker_1: R-O-B-E-R-T.

Speaker speaker_0: Okay. Robert Thomas. I just wanted to double-check. Um, and your date of birth, sir.

Speaker speaker_1: Um, August 26th, 1981.

Speaker speaker_0: All right. Is the telephone number y- you're calling from is that the number to reach you?

Speaker speaker_1: Yeah, 804-528-7192.

Speaker speaker_0: Perfect. Um, and the last thing I need right now is your mailing address.

Speaker speaker_1: Mailing address, 2258 Afton Avenue.

Speaker speaker_0: Can you repeat that for me? It didn't go through. 2252?

Speaker speaker_1: Okay. Two... No. 2258.

Speaker speaker_0: Okay. All right. I'm sorry.

Speaker speaker_1: Afton Avenue.

Speaker speaker_0: Afton.

Speaker speaker_1: Uh-huh.

Speaker speaker_0: All right.

Speaker speaker_1: A-F-T-O-N. Yeah, okay.

Speaker speaker_0: Mm-hmm. In the city?

Speaker speaker_1: Yes, Richmond City. Richmond, Virginia.

Speaker speaker_0: All right. ZIP Code?

Speaker speaker_1: ZIP Code 23224.

Speaker speaker_0: All right. I'm gonna go ahead and opt you out. Um, you do have 30 days from the day you start working if you change your mind. Is there anything else I can do for you, sir?

Speaker speaker_1: No, ma'am. That's it.

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

Speaker speaker_1: Yeah, you too.

Speaker speaker_0: Bye-bye.

Speaker speaker_1: Okay. All right.