

Transcript: Pamela

Blanc-6639331210477568-5655248338731008

Full Transcript

Thank you for calling Benefits Center of course, this is Pamela speaking. How may I help you? Um, yes, my name is Vanessa Williams and I was calling... I had got a text message about being automatically enrolled in health... I guess it's health insurance? Yes. Yes, I, I- Uh... Go ahead, ma'am. Okay. I, I didn't want to be enrolled in it. Okay. And what's the name of the staffing agency you work for? Surge. Okay. May I have the last four DSW so I can pull up your file? 8124. Your first and last name? Vanessa Williams. All right. Ms. Williams, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 201 East Blackstock Road, and it's apartment J68. Can you say birthdate? Yes. 4- 04-1969. Can you please tell me the city and state that you are located with the ZIP code, just to make sure we have it correct? Spur- Spur, South Carolina 29301. Thank you, ma'am. So we have a phone number on file, 864-562-1372. I will proceed- Yes. ... to decline the auto enrollment. Is there anything else I could do for you? Uh, that'll be all. All right. Thank you for giving us a call today. Have a great rest of the day. Thank you. Same to you. Bye-bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits Center of course, this is Pamela speaking. How may I help you?

Speaker speaker_1: Um, yes, my name is Vanessa Williams and I was calling... I had got a text message about being automatically enrolled in health... I guess it's health insurance?

Speaker speaker_0: Yes.

Speaker speaker_1: Yes, I, I-

Speaker speaker_0: Uh... Go ahead, ma'am.

Speaker speaker_1: Okay. I, I didn't want to be enrolled in it.

Speaker speaker_0: Okay. And what's the name of the staffing agency you work for?

Speaker speaker_1: Surge.

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

Speaker speaker_1: 8124.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Vanessa Williams.

Speaker speaker_0: All right. Ms. Williams, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 201 East Blackstock Road, and it's apartment J68. Can you say birthdate?

Speaker speaker_0: Yes. 4-

Speaker speaker_1: 04-1969.

Speaker speaker_0: Can you please tell me the city and state that you are located with the ZIP code, just to make sure we have it correct?

Speaker speaker_1: Spur- Spur, South Carolina 29301.

Speaker speaker_0: Thank you, ma'am. So we have a phone number on file, 864-562-1372. I will proceed-

Speaker speaker_1: Yes.

Speaker speaker_0: ... to decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker_1: Uh, that'll be all.

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

Speaker speaker_1: Thank you. Same to you. Bye-bye.