

Transcript: Pamela

Blanc-4593652181155840-6605468147040256

Full Transcript

Thank you for waiting, ma'am. Can I speak to anyone? Hello, wait, hold on for a minute. I can barely hear you. Hello, my name is Trina Richardson. I started, I started at Bobbie's Bottles yesterday. I want to cancel my medical benefits, but I want to know... Okay. Can I only just get dental? Can I only get dental benefits? I, I need to know the name of the staffing agency you work for, and the last four digits of your Social Security number so I can pull up your file. Um, I... I... I, um, started at Bobbie's Bottles and I live- That's the name of the staffing agency? Oh, um, Serge. Okay. And what's the last four? 2822. 2822. And what was that first and last name? Trina Richmond. Richmond? Richardson. Okay. R-I-C-H-A-R-D-S-O-N. And you said the last four are 2822? Yes, ma'am. And that, um... And you - I could barely hear you with a lot of background noise. Ma'am? Hello? Hello? Yes, I'm here. Okay. So what is it- I just want to cancel the medical. I want to... I don't want to cancel everything. Okay. I want to cancel the, um, medical benefits. I understand, but I'm trying to find your file. I just put in my application yesterday and got hired. Um, I, um, put in my application the day before yesterday, Wednesday. No, Tuesday. Okay. Wednesday. Ma'am, we have not received your application yet or your information. If you would like, we could create a... Create a file and decline the- Okay. ... benefits if you're willing to provide it first. Okay. Right. So- Okay. Okay. So this time I'm going to need your whole Social Security number. 24929 2822. Right, thank you. Okay. And your date of birth? 6/15/75. 6/15/75. Right. Is this telephone number that you're calling from a good number to reach you? Yes, ma'am. Yes. All right, and I need a mailing address. Um, hold on. I got it. It's on my phone, I got to pull it up. No problem. It's 1033 Zuma Sky Drive in Mooresville. Zuma Sky Drive, Mooresville. That's the state? Ma'am? Ma'am? The state and ZIP code. Hello? The state and ZIP code. North Carolina. North Carolina. North Carolina? Sorry. Yes. I got the... I got to pull up the ZIP code. Hold on one minute. No problem. No problem. Oh. It's in my phone. If I hang up, if, if my phone hang up, can you call me right back? No, I will need your phone- You have my con... In my... Okay. I'll call you right back. I got... I'll call you right back. Ma'am? Ma'am? I'm trying to pull it up. It, it's in, it's in my contact. I got to pull it up. Well, I'm just... I needed to tell you, okay, if you can't find the, the ZIP code. I cannot find the ZIP code until I go on my phone. I'm trying to tell you, if I hang up, I'm going to have to call you back. I am... Okay. I, I understand. I'm just letting... I'm just telling you that it is okay if you can't find it. Okay. I will look it up. Okay, thank you. All right. Thank you. No problem. All right. Thank you. I'm going to go ahead and decline the auto enrollment and any future enrollment. All right? Thank you so much. All right. Anything else I can do for you, ma'am? No, ma'am and have a blessed day. Thank you so much. You too. Bye for now. Bye-bye. Oh, Jesus.

Conversation Format

Speaker speaker_0: Thank you for waiting, ma'am. Can I speak to anyone?

Speaker speaker_1: Hello, wait, hold on for a minute.

Speaker speaker_0: I can barely hear you.

Speaker speaker_1: Hello, my name is Trina Richardson. I started, I started at Bobbie's Bottles yesterday. I want to cancel my medical benefits, but I want to know...

Speaker speaker_0: Okay.

Speaker speaker_1: Can I only just get dental? Can I only get dental benefits?

Speaker speaker_0: I, I need to know the name of the staffing agency you work for, and the last four digits of your Social Security number so I can pull up your file.

Speaker speaker_1: Um, I... I... I, um, started at Bobbie's Bottles and I live-

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_1: Oh, um, Serge.

Speaker speaker_0: Okay. And what's the last four?

Speaker speaker_1: 2822. 2822.

Speaker speaker_0: And what was that first and last name?

Speaker speaker_1: Trina Richmond.

Speaker speaker_0: Richmond?

Speaker speaker_1: Richardson.

Speaker speaker_0: Okay.

Speaker speaker_1: R-I-C-H-A-R-D-S-O-N.

Speaker speaker_0: And you said the last four are 2822?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: And that, um...

Speaker speaker_1: And you -

Speaker speaker_0: I could barely hear you with a lot of background noise.

Speaker speaker_1: Ma'am?

Speaker speaker_0: Hello?

Speaker speaker_1: Hello?

Speaker speaker_0: Yes, I'm here. Okay. So what is it-

Speaker speaker_1: I just want to cancel the medical. I want to... I don't want to cancel everything.

Speaker speaker_0: Okay.

Speaker speaker_1: I want to cancel the, um, medical benefits.

Speaker speaker_0: I understand, but I'm trying to find your file.

Speaker speaker_1: I just put in my application yesterday and got hired. Um, I, um, put in my application the day before yesterday, Wednesday. No, Tuesday.

Speaker speaker_0: Okay.

Speaker speaker_1: Wednesday.

Speaker speaker_0: Ma'am, we have not received your application yet or your information. If you would like, we could create a... Create a file and decline the-

Speaker speaker_1: Okay.

Speaker speaker_0: ... benefits if you're willing to provide it first.

Speaker speaker_1: Okay.

Speaker speaker_0: Right. So-

Speaker speaker_1: Okay.

Speaker speaker_0: Okay. So this time I'm going to need your whole Social Security number. 24929 2822. Right, thank you. Okay. And your date of birth?

Speaker speaker_1: 6/15/75. 6/15/75.

Speaker speaker_0: Right. Is this telephone number that you're calling from a good number to reach you?

Speaker speaker_1: Yes, ma'am. Yes.

Speaker speaker_0: All right, and I need a mailing address.

Speaker speaker_1: Um, hold on. I got it. It's on my phone, I got to pull it up.

Speaker speaker_0: No problem.

Speaker speaker_1: It's 1033 Zuma Sky Drive in Mooresville. Zuma Sky Drive, Mooresville.

Speaker speaker_0: That's the state?

Speaker speaker_1: Ma'am? Ma'am?

Speaker speaker_0: The state and ZIP code.

Speaker speaker_1: Hello?

Speaker speaker_0: The state and ZIP code.

Speaker speaker_1: North Carolina. North Carolina.

Speaker speaker_0: North Carolina? Sorry.

Speaker speaker_1: Yes. I got the... I got to pull up the ZIP code. Hold on one minute.

Speaker speaker_0: No problem. No problem.

Speaker speaker_1: Oh. It's in my phone. If I hang up, if, if my phone hang up, can you call me right back?

Speaker speaker_0: No, I will need your phone-

Speaker speaker_1: You have my con... In my...

Speaker speaker_0: Okay.

Speaker speaker_1: I'll call you right back. I got... I'll call you right back.

Speaker speaker_0: Ma'am? Ma'am?

Speaker speaker_1: I'm trying to pull it up. It, it's in, it's in my contact. I got to pull it up.

Speaker speaker_0: Well, I'm just... I needed to tell you, okay, if you can't find the, the ZIP code.

Speaker speaker_1: I cannot find the ZIP code until I go on my phone. I'm trying to tell you, if I hang up, I'm going to have to call you back.

Speaker speaker_0: I am... Okay. I, I understand. I'm just letting... I'm just telling you that it is okay if you can't find it.

Speaker speaker_1: Okay.

Speaker speaker_0: I will look it up.

Speaker speaker_1: Okay, thank you.

Speaker speaker_0: All right.

Speaker speaker_1: Thank you.

Speaker speaker_0: No problem.

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: I'm going to go ahead and decline the auto enrollment and any future enrollment. All right?

Speaker speaker_1: Thank you so much.

Speaker speaker_0: All right. Anything else I can do for you, ma'am?

Speaker speaker_1: No, ma'am and have a blessed day. Thank you so much.

Speaker speaker_0: You too. Bye for now.

Speaker speaker_1: Bye-bye. Oh, Jesus.