

Transcript: Pamela

Blanc-4658561279377408-5270669952073728

Full Transcript

Thank you for calling Benefits ... This is Pamela speaking. How may I help you? I need to opt out of the medical insurance through Surge Staffing. Do I speak to you about that? Yes, ma'am. May I have the last four digits of the Social? 0422. Your first and last name? Tanisha Blaylock. Ah. Ms. Blaylock, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 21684 7697 King Boulevard, Columbus, Georgia 31909. Thank you for the information. We have a telephone number on file. Um, 773-536-9184. Um, let's see. All right. I'm gonna proceed to opt you out. Is there anything else I can do for you, ma'am? No. I was trying to text a phone number. Why couldn't I text? I will not be able to, uh, assist you with that. I don't think you c- you could reply to that message. I'm not sure 'cause we, we don't... It actually, it doesn't come out from here. Okay. All right? O- So do I get a confirmation th- that I opted out? I could, uh, request one to be sent out to you. Okay, good enough. All right. Well, thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

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

Speaker speaker_1: I need to opt out of the medical insurance through Surge Staffing. Do I speak to you about that?

Speaker speaker_0: Yes, ma'am. May I have the last four digits of the Social?

Speaker speaker_1: 0422.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: Tanisha Blaylock.

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

Speaker speaker_1: 21684 7697 King Boulevard, Columbus, Georgia 31909.

Speaker speaker_0: Thank you for the information. We have a telephone number on file. Um, 773-536-9184. Um, let's see. All right. I'm gonna proceed to opt you out. Is there anything else I can do for you, ma'am?

Speaker speaker_1: No. I was trying to text a phone number. Why couldn't I text?

Speaker speaker_0: I will not be able to, uh, assist you with that. I don't think you c- you could reply to that message. I'm not sure 'cause we, we don't... It actually, it doesn't come out from here.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: O- So do I get a confirmation th- that I opted out?

Speaker speaker_0: I could, uh, request one to be sent out to you.

Speaker speaker_1: Okay, good enough. All right. Well, thank you.

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

Speaker speaker_1: You too. Bye.