

## Transcript: Pamela

**Blanc-4667874695135232-6547876302766080**

### Full Transcript

Oh, God. Your call may be monitored or recorded for quality assurance purposes. They said it's a \$150 fine if they catch you on your phone driving. Yeah, man, that's a ticket, man, that's- Hello? Thank you for calling Benefits in a Car, this is Pamela speaking, how may I help you? Hey, I would like to can- My name is Nathan McClarty and I would like to cancel out of the taxes. Oh, uh, benefits from you guys. Sorry about that. Who do you work for, sir? I work for Surge, uh, Graymack Company, going through Graymack. May I have the nine digit- I work for Graymack going through Surge, sorry about that. I need... Okay. May I have the last four digits of your Social? 8688. Can you repeat that? I could barely hear you. Here, let me put my phone on speaker. 8688. Thank you. And you said Surge, right? Yes. Okay. And your first and last name? Nathan McClarty, M-C-C-L-A-R-T-Y. Mr. McClarty, 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? Um, my last address, what did you say? Your date of birth and mailing address, can you verify for me? 0710-2001. All right. And I'll, honestly, I don't know what address is on there now but I believe it's 211... It's either 211 North Madison Road or it is 32, 32116 Crystal Road. I don't, I don't know which one it is, ma'am. But I'm, I'm just leaving on Facebook. Is it or is it... It's the what? Mm, none of th- none of those, sorry. Or 1925 Ontario? Anything in Fairborn- Fairborn? Fairborn? Mm-hmm. Uh, I, I, sorry, I just moved so many fucking times, this is kind of, um, uh, 305 Wallace Drive? I'm sorry, I just had so many... I moved like four different times during the past one year. I completely understand but if you would like, you could provide me with the whole Social Security Number so I can- Yeah, 283068688. There you go. There you... Yeah. Sorry, I'm not trying to be rude or nothing. I just got off of work and I ain't got time for there to be this bullshit. I completely understand. So, um... Yeah, because I'm Nathan McClarty. I wouldn't be calling for myself den- yeah, I'm sorry about that. I'm just sorry. I'm just not having a good day right now. I'm sorry to hear that, sir. So, um, yes. Uh, I see here we have the 305 Wallace Drive. Yes, that needs to be changed instantly. I don't know why it's even on there because my ID says N- my ID says Norfala- North Madison Road. I don't know why that says 305, so that needs to be changed, th- that needs to be changed. Well, I comp- uh, uh, the problem is that when you update it with Surge, it doesn't automatically update with us. Oh, that's okay, I'ma have to talk to Surge then. Sorry about that. I don't know why that didn't have that address on there. Yeah, um, I could go ahead and update it here. I will go- Yeah. And I also will decline the auto enrollment. All righty, thank you, dear, so much. I'm sorry about that. So, can you tell me the new address? The new address will be, uh, 1925 Ontario Street. Mm-hmm. And where is this located? Springfield, Ohio, 45505. All right, I went ahead and made the changes. Is there anything else I could do for you? Uh, that'll be it for today. All right, thank you for giving us a call today. Have a great rest of the day. All right, you too. Thank you so much.

## Conversation Format

Speaker speaker\_0: Oh, God.

Speaker speaker\_1: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_0: They said it's a \$150 fine if they catch you on your phone driving. Yeah, man, that's a ticket, man, that's- Hello?

Speaker speaker\_2: Thank you for calling Benefits in a Car, this is Pamela speaking, how may I help you?

Speaker speaker\_0: Hey, I would like to can- My name is Nathan McClarty and I would like to cancel out of the taxes. Oh, uh, benefits from you guys. Sorry about that.

Speaker speaker\_2: Who do you work for, sir?

Speaker speaker\_0: I work for Surge, uh, Graymack Company, going through Graymack.

Speaker speaker\_2: May I have the nine digit-

Speaker speaker\_0: I work for Graymack going through Surge, sorry about that.

Speaker speaker\_2: I need... Okay. May I have the last four digits of your Social?

Speaker speaker\_0: 8688.

Speaker speaker\_2: Can you repeat that? I could barely hear you.

Speaker speaker\_0: Here, let me put my phone on speaker. 8688.

Speaker speaker\_2: Thank you. And you said Surge, right?

Speaker speaker\_0: Yes.

Speaker speaker\_2: Okay. And your first and last name?

Speaker speaker\_0: Nathan McClarty, M-C-C-L-A-R-T-Y.

Speaker speaker\_2: Mr. McClarty, 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\_0: Um, my last address, what did you say?

Speaker speaker\_2: Your date of birth and mailing address, can you verify for me?

Speaker speaker\_0: 0710-2001.

Speaker speaker\_2: All right.

Speaker speaker\_0: And I'll, honestly, I don't know what address is on there now but I believe it's 211... It's either 211 North Madison Road or it is 32, 32116 Crystal Road. I don't, I don't

know which one it is, ma'am. But I'm, I'm just leaving on Facebook.

Speaker speaker\_2: Is it or is it...

Speaker speaker\_0: It's the what?

Speaker speaker\_2: Mm, none of th- none of those, sorry.

Speaker speaker\_0: Or 1925 Ontario?

Speaker speaker\_2: Anything in Fairborn- Fairborn?

Speaker speaker\_0: Fairborn?

Speaker speaker\_2: Mm-hmm.

Speaker speaker\_0: Uh, I, I, sorry, I just moved so many fucking times, this is kind of, um, uh, 305 Wallace Drive? I'm sorry, I just had so many... I moved like four different times during the past one year.

Speaker speaker\_2: I completely understand but if you would like, you could provide me with the whole Social Security Number so I can-

Speaker speaker\_0: Yeah, 283068688. There you go.

Speaker speaker\_2: There you... Yeah.

Speaker speaker\_0: Sorry, I'm not trying to be rude or nothing. I just got off of work and I ain't got time for there to be this bullshit.

Speaker speaker\_2: I completely understand. So, um...

Speaker speaker\_0: Yeah, because I'm Nathan McClarty. I wouldn't be calling for myself den- yeah, I'm sorry about that. I'm just sorry. I'm just not having a good day right now.

Speaker speaker\_2: I'm sorry to hear that, sir. So, um, yes. Uh, I see here we have the 305 Wallace Drive.

Speaker speaker\_0: Yes, that needs to be changed instantly. I don't know why it's even on there because my ID says N- my ID says Norfala- North Madison Road. I don't know why that says 305, so that needs to be changed, th- that needs to be changed.

Speaker speaker\_2: Well, I comp- uh, uh, the problem is that when you update it with Surge, it doesn't automatically update with us.

Speaker speaker\_0: Oh, that's okay, I'ma have to talk to Surge then. Sorry about that. I don't know why that didn't have that address on there.

Speaker speaker\_2: Yeah, um, I could go ahead and update it here. I will go-

Speaker speaker\_0: Yeah.

Speaker speaker\_2: And I also will decline the auto enrollment.

Speaker speaker\_0: All righty, thank you, dear, so much. I'm sorry about that.

Speaker speaker\_2: So, can you tell me the new address?

Speaker speaker\_0: The new address will be, uh, 1925 Ontario Street.

Speaker speaker\_2: Mm-hmm. And where is this located?

Speaker speaker\_0: Springfield, Ohio, 45505.

Speaker speaker\_2: All right, I went ahead and made the changes. Is there anything else I could do for you?

Speaker speaker\_0: Uh, that'll be it for today.

Speaker speaker\_2: All right, thank you for giving us a call today. Have a great rest of the day.

Speaker speaker\_0: All right, you too. Thank you so much.