

Transcript: Pamela

Blanc-4674435472113664-5058493360324608

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you? Hello? Yes. Thank you for calling- Yeah. ... Benefits in a Cart. This is Pamela speaking. How may I help you? Uh, yeah, um, I wa- I was calling 'cause I wa- I wanted to c- call and double-check and make sure that I declined all my... that I declined all my coverage. Was that... Can you check... Can you check for me? Sure. Sure. Um, let me get the last four digits of your Social and the temp agency that you work for. It's 8744, and it's In- Integrity. And your first and last name, sir? Jose Betancourt. Mr. Betancourt, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 329 North Cornell Avenue, uh, Unit B, Villa Park, Illinois, 60108- 60181 and, and 52784. Thank you. We have a phone number of 891-04751, and your email's your first name, last name, 1984- Last name is 2021@gmo.com. ... 2021@gmo.com? That's it. Okay. So your benefits has already declined. Is there anything else I could do for you, sir? I just wanted to make sure they're all declined, correct? Yes, sir. Okay. No, um, nope, that's it. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hello?

Speaker speaker_1: Yes. Thank you for calling-

Speaker speaker_2: Yeah.

Speaker speaker_1: ... Benefits in a Cart. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yeah, um, I wa- I was calling 'cause I wa- I wanted to c- call and double-check and make sure that I declined all my... that I declined all my coverage. Was that... Can you check... Can you check for me?

Speaker speaker_1: Sure. Sure. Um, let me get the last four digits of your Social and the temp agency that you work for.

Speaker speaker_2: It's 8744, and it's In- Integrity.

Speaker speaker_1: And your first and last name, sir?

Speaker speaker_2: Jose Betancourt.

Speaker speaker_1: Mr. Betancourt, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_2: 329 North Cornell Avenue, uh, Unit B, Villa Park, Illinois, 60108- 60181 and, and 52784.

Speaker speaker_1: Thank you. We have a phone number of 891-04751, and your email's your first name, last name, 1984-

Speaker speaker_2: Last name is 2021@gmo.com.

Speaker speaker_1: ... 2021@gmo.com?

Speaker speaker_2: That's it.

Speaker speaker_1: Okay. So your benefits has already declined. Is there anything else I could do for you, sir?

Speaker speaker_2: I just wanted to make sure they're all declined, correct?

Speaker speaker_1: Yes, sir.

Speaker speaker_2: Okay. No, um, nope, that's it.

Speaker speaker_1: All right. Thank you for giving us a call today. Have a great rest of the day.

Speaker speaker_2: You too. Bye.