

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Jar. This is Pamela speaking. How may I help you? Hi. I got a text that I was gonna get, uh, auto enrolled within 30 days for... 'cause I work for Surge, so I was gonna get auto enrolled with the insurance. Okay, um, and who do you work for? I work at Trigo, with Trigo for Surge. Okay. May I have the last four digits of your Social so I could pull up your file? 4034. 4034. Your first and last name? Cameron Schlack. Ms. Schlack, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Uh, 12/16/2005 and 2611 County Highway 96, Cherry Ohio. Thank you. We have a phone number on file, 419-310-7822, and your email is cammybower04@gmail.com? Yeah. All right. So we'll go ahead and decline that enrollment. Is there anything else I could do for you? No. I just didn't want to get enrolled. No problem. Thank you for giving us a call today. Have a great rest of the day.

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 Jar. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I got a text that I was gonna get, uh, auto enrolled within 30 days for... 'cause I work for Surge, so I was gonna get auto enrolled with the insurance.

Speaker speaker_1: Okay, um, and who do you work for?

Speaker speaker_2: I work at Trigo, with Trigo for Surge.

Speaker speaker_1: Okay. May I have the last four digits of your Social so I could pull up your file?

Speaker speaker_2: 4034.

Speaker speaker_1: 4034. Your first and last name?

Speaker speaker_2: Cameron Schlack.

Speaker speaker_1: Ms. Schlack, 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_2: Uh, 12/16/2005 and 2611 County Highway 96, Cherry Ohio.

Speaker speaker_1: Thank you. We have a phone number on file, 419-310-7822, and your email is cammybower04@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. So we'll go ahead and decline that enrollment. Is there anything else I could do for you?

Speaker speaker_2: No. I just didn't want to get enrolled.

Speaker speaker_1: No problem. Thank you for giving us a call today. Have a great rest of the day.