

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 Car. This is Pamela speaking. How may I help you? Good morning. This is Lucian. I called yesterday, pertaining to the insurance and something. I don't think I'm interested, please. Okay. Um, you said you called yesterday? Yes. Mm-hmm. Telling you about the message you people sent to me. Relating to the- Okay. ... insurance. I am not interested. All right. So you received it again? Hello? Did you receive the messages again? No, I didn't receive it again. Okay. So what's the staffing agency that you work for? Search. Can I have the last four digits of your social? I said I am not interested with the insurance again. In order for me to help you, I need to pull up your account. You need to pull up? Okay. So if you don't want to be enrolled in the health benefits through Search, I need to pull up your account and make sure that you are opted out. Okay. So I should give you what? The last four digits of your Social Security number. 8353. 8353? Yes. Your first and last name? My last name is Calassi. First name? Lucian. Ms. Lucian, 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. Hello? Can you please verify your complete address and date of birth? My complete address is 8201 Fair Oaks Crossing. And where are you located, ma'am? I need the complete address. I have your information. I just got to make sure I have it correct. My at- my address is 8201 Fair Oaks Crossing, apartment 1007 Dallas. Zip code is 5-75231. And what's the date of birth? My date of birth is, I'm coming, please, is 04/08/1977. Thank you. We have a telephone number on file, 214-854-8189. And I will- Yes. ... go ahead and decline the auto enrollment. Is there anything else that you need help with? Sorry? Is there anything else that you need help with? No, it's just this one. That's, I am not interested in the insurance, please. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. Happy Thanksgiving in advance. You too, ma'am. Okay.

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

Speaker speaker_2: Good morning. This is Lucian. I called yesterday, pertaining to the insurance and something. I don't think I'm interested, please.

Speaker speaker_1: Okay. Um, you said you called yesterday?

Speaker speaker_2: Yes.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Telling you about the message you people sent to me. Relating to the-

Speaker speaker_1: Okay.

Speaker speaker_2: ... insurance. I am not interested.

Speaker speaker_1: All right. So you received it again?

Speaker speaker_2: Hello?

Speaker speaker_1: Did you receive the messages again?

Speaker speaker_2: No, I didn't receive it again.

Speaker speaker_1: Okay. So what's the staffing agency that you work for?

Speaker speaker_2: Search.

Speaker speaker_1: Can I have the last four digits of your social?

Speaker speaker_2: I said I am not interested with the insurance again.

Speaker speaker_1: In order for me to help you, I need to pull up your account.

Speaker speaker_2: You need to pull up?

Speaker speaker_1: Okay. So if you don't want to be enrolled in the health benefits through Search, I need to pull up your account and make sure that you are opted out.

Speaker speaker_2: Okay. So I should give you what?

Speaker speaker_1: The last four digits of your Social Security number.

Speaker speaker_2: 8353.

Speaker speaker_1: 8353?

Speaker speaker_2: Yes.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: My last name is Calassi.

Speaker speaker_1: First name?

Speaker speaker_2: Lucian.

Speaker speaker_1: Ms. Lucian, 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: Hello?

Speaker speaker_1: Can you please verify your complete address and date of birth?

Speaker speaker_2: My complete address is 8201 Fair Oaks Crossing.

Speaker speaker_1: And where are you located, ma'am? I need the complete address. I have your information. I just got to make sure I have it correct.

Speaker speaker_2: My at- my address is 8201 Fair Oaks Crossing, apartment 1007 Dallas. Zip code is 5-75231.

Speaker speaker_1: And what's the date of birth?

Speaker speaker_2: My date of birth is, I'm coming, please, is 04/08/1977.

Speaker speaker_1: Thank you. We have a telephone number on file, 214-854-8189. And I will-

Speaker speaker_2: Yes.

Speaker speaker_1: ... go ahead and decline the auto enrollment. Is there anything else that you need help with?

Speaker speaker_2: Sorry?

Speaker speaker_1: Is there anything else that you need help with?

Speaker speaker_2: No, it's just this one. That's, I am not interested in the insurance, please.

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

Speaker speaker_2: Thank you. Happy Thanksgiving in advance.

Speaker speaker_1: You too, ma'am.

Speaker speaker_2: Okay.