

## **Transcript: Pamela**

**Blanc-4919768063098880-4946036536066048**

### **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? Ma'am, my name is Dale Clark. I work through Surge Staffing in Cambridge, Ohio. I'm calling, I don't want the insurance. Okay. Yeah. I understand. Um, let me get the last four digits of your social. 2515-2515? 2515. Can you repeat your name for me, sir? What's that? Your name and last name? Dale Clark. Thank you, Mr. Clark. 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? 124 North Ninth Street, Byesville, Ohio, 43723. My birthdate is 8/14/1969. Thank you for your information. We have a phone number on file, 740-260-0220. Yes, ma'am. And your email is your first name, last name, 1969 at gmail.com. Yes, ma'am. So I'm going to proceed to decline the benefits. Is there anything else I could do for you, Mr. Clark? Not at this time, ma'am. All right. Thank you for giving us a call today. Have a great rest of the day. You too. Thank you. Bye. 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: Ma'am, my name is Dale Clark. I work through Surge Staffing in Cambridge, Ohio. I'm calling, I don't want the insurance.

Speaker speaker\_1: Okay. Yeah. I understand. Um, let me get the last four digits of your social.

Speaker speaker\_2: 2515-

Speaker speaker\_1: 2515?

Speaker speaker\_2: 2515.

Speaker speaker\_1: Can you repeat your name for me, sir?

Speaker speaker\_2: What's that?

Speaker speaker\_1: Your name and last name?

Speaker speaker\_2: Dale Clark.

Speaker speaker\_1: Thank you, Mr. Clark. 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\_2: 124 North Ninth Street, Byesville, Ohio, 43723. My birthdate is 8/14/1969.

Speaker speaker\_1: Thank you for your information. We have a phone number on file, 740-260-0220.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: And your email is your first name, last name, 1969 at gmail.com.

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: So I'm going to proceed to decline the benefits. Is there anything else I could do for you, Mr. Clark?

Speaker speaker\_2: Not at this time, ma'am.

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. Thank you. Bye.

Speaker speaker\_1: Bye.