

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you? Hi, my name is Laura Castro. I work at Search. I call, uh, over a month ago regarding, um, telling you guys that I don't want the medical benefits and you still, um, keep taking that money off my check. You said Search? Yes. May I have the last four digits of your Social? 6686. Your first and last name. Laura Castro. Okay, Ms. Castro, for security reasons just to make sure we are in the correct file, can you please verify complete address and date of birth? The date of birth is January 31st, 1982 and the address is 595 Wenworth Avenue, Calumet City, 6049. Thank you for the information. We have a phone number on file which is, uh, 312-6272-1748. Yes. All right. So I... Let's see. You are not enrolled here. You, your benefits were declined back in, on the 10th of, uh, March, and we have not received any payment. So if you are experiencing any deduction it, it can't be from us because you never got enrolled. Okay. Thank you. No problem. Bye-bye. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and a Card. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hi, my name is Laura Castro. I work at Search. I call, uh, over a month ago regarding, um, telling you guys that I don't want the medical benefits and you still, um, keep taking that money off my check.

Speaker speaker\_0: You said Search?

Speaker speaker\_1: Yes.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: 6686.

Speaker speaker\_0: Your first and last name.

Speaker speaker\_1: Laura Castro.

Speaker speaker\_0: Okay, Ms. Castro, for security reasons just to make sure we are in the correct file, can you please verify complete address and date of birth?

Speaker speaker\_1: The date of birth is January 31st, 1982 and the address is 595 Wenworth Avenue, Calumet City, 6049.

Speaker speaker\_0: Thank you for the information. We have a phone number on file which is, uh, 312-6272-1748.

Speaker speaker\_1: Yes.

Speaker speaker\_0: All right. So I... Let's see. You are not enrolled here. You, your benefits were declined back in, on the 10th of, uh, March, and we have not received any payment. So if you are experiencing any deduction it, it can't be from us because you never got enrolled.

Speaker speaker\_1: Okay. Thank you.

Speaker speaker\_0: No problem.

Speaker speaker\_1: Bye-bye.

Speaker speaker\_0: Bye-bye.