

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Your Card. This is Pamela speaking. How may I help you? Um, yes, I was calling because I don't want the, um, plan. I know they said they'd do the auto enrollment. Who do you work for? Through Surge. Okay. On Surge. No, yes. Um, they do auto enroll you if you don't, um, opt out in a preventive care plan, 'cause the cost is 60... \$15.16. So how do I go about doing that? You want to opt out? So may I have your last- Yes. ... three digits of your Social so I can pull up your file? Uh, 7157. Seven, one... Your first and last name? Eudoria Baker. And you said the last four is 7157? Yes. Okay. Leodoria Robertson. Robertson? Let's see. Leodoria Robertson, yes. Mm-hmm. All right. Ms. Robertson, for security reasons, just to make sure we are in the correct file, I need to verify your complete... I'm sorry, you broke up. No problem. We just need to verify your complete address and date of birth just to make sure we are in the correct file and for security reasons. Uh, yes. 55300 Dixie Highway, Apartment D, as in David, the number eight. Uh, Forest Park, Georgia, 30297. And, um, what did you ask me? Date of birth. Oh, 11/19/1985. Thank you for the information. We have a telephone number on file, 678-791-3568. And your email is number one, your first name, D at gmail.com. Yeah. Right, I'm going to go ahead and opt you out. Is there anything else you need help with? No, ma'am. No, that'll be all. Thank you. All right. Thank you for giving us a call today. You have a great rest of the day. You too. 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 and Your Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Um, yes, I was calling because I don't want the, um, plan. I know they said they'd do the auto enrollment.

Speaker speaker_1: Who do you work for?

Speaker speaker_2: Through Surge.

Speaker speaker_1: Okay.

Speaker speaker_2: On Surge.

Speaker speaker_1: No, yes. Um, they do auto enroll you if you don't, um, opt out in a preventive care plan, 'cause the cost is 60... \$15.16.

Speaker speaker_2: So how do I go about doing that?

Speaker speaker_1: You want to opt out? So may I have your last-

Speaker speaker_2: Yes.

Speaker speaker_1: ... three digits of your Social so I can pull up your file?

Speaker speaker_2: Uh, 7157.

Speaker speaker_1: Seven, one... Your first and last name?

Speaker speaker_2: Eudoria Baker.

Speaker speaker_1: And you said the last four is 7157?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay.

Speaker speaker_2: Leodoria Robertson.

Speaker speaker_1: Robertson? Let's see. Leodoria Robertson, yes.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: All right. Ms. Robertson, for security reasons, just to make sure we are in the correct file, I need to verify your complete...

Speaker speaker_2: I'm sorry, you broke up.

Speaker speaker_1: No problem. We just need to verify your complete address and date of birth just to make sure we are in the correct file and for security reasons.

Speaker speaker_2: Uh, yes. 55300 Dixie Highway, Apartment D, as in David, the number eight. Uh, Forest Park, Georgia, 30297. And, um, what did you ask me?

Speaker speaker_1: Date of birth.

Speaker speaker_2: Oh, 11/19/1985.

Speaker speaker_1: Thank you for the information. We have a telephone number on file, 678-791-3568. And your email is number one, your first name, D at gmail.com.

Speaker speaker_2: Yeah.

Speaker speaker_1: Right, I'm going to go ahead and opt you out. Is there anything else you need help with?

Speaker speaker_2: No, ma'am. No, that'll be all. Thank you.

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

Speaker speaker_2: You too.

Speaker speaker_1: Bye-bye.