

## **Transcript: Pamela**

**Blanc-5207398181289984-5948991326699520**

### **Full Transcript**

Thank you for calling . Hi, this is Pamela speaking. How may I help you? Hello. Um, I was just calling because I got this paper from the temp place I work through, and they told me to call to opt in or out of benefits, and I was calling to opt out. Okay. And what's the name of the staffing agency? Surge. Can I have the last four digits of your Social, so I can look it up in File? 2441. No. Can you - can you first and last name, ma'am? No. Miranda Stidham. Miranda? Yeah. And the last name? I couldn't hear you well, sorry. Stidham. Okay. One second here. What are you doing? Mom. For security reasons and just to make sure you're in the correct file, can you please verify your complete address and date of birth? Yeah. My date of birth, 10/23/96. Address, 167, 164 North Dean Street, West Mansfield, Ohio. Uh, that's not the address we have on file, ma'am. Okay. Do you have, well, I've been in their system for a long time. I've moved. I have one in Russell's Point, one in Bell Fountain. I don't, I don't know which- You live- What? ... is this in the city of Celina? Lima, 517 South Main. But you might give me your whole Social? Yeah. 272022441. Okay. So we have the 106 Summit Street. Oh, okay. Yeah. In Celina. Okay. So, um, I proceed to opt you out. Is there anything else I could do for you? Nope. That's it. All right. Thank you for giving us a call. Have a very good day. Thanks. You, too.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling . Hi, this is Pamela speaking. How may I help you?

Speaker speaker\_1: Hello. Um, I was just calling because I got this paper from the temp place I work through, and they told me to call to opt in or out of benefits, and I was calling to opt out.

Speaker speaker\_0: Okay. And what's the name of the staffing agency?

Speaker speaker\_1: Surge.

Speaker speaker\_0: Can I have the last four digits of your Social, so I can look it up in File?

Speaker speaker\_1: 2441.

Speaker speaker\_2: No.

Speaker speaker\_0: Can you - can you first and last name, ma'am?

Speaker speaker\_2: No.

Speaker speaker\_1: Miranda Stidham.

Speaker speaker\_0: Miranda?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: And the last name? I couldn't hear you well, sorry.

Speaker speaker\_1: Stidham.

Speaker speaker\_0: Okay. One second here.

Speaker speaker\_2: What are you doing? Mom.

Speaker speaker\_0: For security reasons and just to make sure you're in the correct file, can you please verify your complete address and date of birth?

Speaker speaker\_1: Yeah. My date of birth, 10/23/96. Address, 167, 164 North Dean Street, West Mansfield, Ohio.

Speaker speaker\_0: Uh, that's not the address we have on file, ma'am.

Speaker speaker\_1: Okay. Do you have, well, I've been in their system for a long time. I've moved. I have one in Russell's Point, one in Bell Fountain. I don't, I don't know which-

Speaker speaker\_0: You live-

Speaker speaker\_1: What?

Speaker speaker\_0: ... is this in the city of Celina?

Speaker speaker\_1: Lima, 517 South Main.

Speaker speaker\_0: But you might give me your whole Social?

Speaker speaker\_1: Yeah. 272022441.

Speaker speaker\_0: Okay. So we have the 106 Summit Street.

Speaker speaker\_1: Oh, okay. Yeah. In Celina.

Speaker speaker\_0: Okay. So, um, I proceed to opt you out. Is there anything else I could do for you?

Speaker speaker\_1: Nope. That's it.

Speaker speaker\_0: All right. Thank you for giving us a call. Have a very good day.

Speaker speaker\_1: Thanks. You, too.