

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 Accords. This is Pamela speaking. How may I help you? I was told, told to call this number, when I was done, because I already have insurance. Okay. Um, you wanna decline the auto enrollment? Yes. Sign on it, but yes. Okay. Um, who do you, who do you work for? What's the name of this company? George Stephanie. George Stephanie. May I have the last four digits of your Social? 5036. And your first and last name, sir? James Brodbeck. And when do you start working for them? I just filled out the application today. Okay. So we don't have your file in the system. If you would like, we could create one, if you're willing to provide the personal information. Okay. We usually get the file after, um, you start working. Right. Okay. Mm-hmm. Give me one second. Let's... Okay. All right. This time, I'm gonna need the whole Social Security number. 269- 269- 74... I'm sorry. ... 74... 5036. 5036. Ahem. Hmm. Give me one second. All right, sir. So you said your first name is James? Mm-hmm. And Brodbeck. And your date of birth? 07/03/'75. Hmm. We need a mailing address. Uh, 12740 C-H-A-R-D-O-N Road, Mount Vernon, Ohio 43050. 43050. All right. So the telephone number you're calling from is a good number to reach you, sir? Yes. Okay. So I'm gonna proceed to decline the auto enrollment. Okay. If, um, if you change your mind, you do have 30 days from the first day that you start working to give us a call. Okay. All right. All right. Anything else I can do for you, sir? Huh? Anything else- That's great. ... that I can do for you? No, that'd be it. Thank you. All right. Thank you for calling Benefits and Accords. Okay. Bye-bye. Yeah!

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

Speaker speaker_2: I was told, told to call this number, when I was done, because I already have insurance.

Speaker speaker_1: Okay. Um, you wanna decline the auto enrollment?

Speaker speaker_2: Yes. Sign on it, but yes.

Speaker speaker_1: Okay. Um, who do you, who do you work for? What's the name of this company?

Speaker speaker_2: George Stephanie.

Speaker speaker_1: George Stephanie. May I have the last four digits of your Social?

Speaker speaker_2: 5036.

Speaker speaker_1: And your first and last name, sir?

Speaker speaker_2: James Brodbeck.

Speaker speaker_1: And when do you start working for them?

Speaker speaker_2: I just filled out the application today.

Speaker speaker_1: Okay. So we don't have your file in the system. If you would like, we could create one, if you're willing to provide the personal information.

Speaker speaker_2: Okay.

Speaker speaker_1: We usually get the file after, um, you start working. Right.

Speaker speaker_2: Okay.

Speaker speaker_1: Mm-hmm. Give me one second. Let's... Okay. All right. This time, I'm gonna need the whole Social Security number.

Speaker speaker_2: 269-

Speaker speaker_1: 269-

Speaker speaker_2: 74... I'm sorry.

Speaker speaker_1: ... 74...

Speaker speaker_2: 5036.

Speaker speaker_1: 5036. Ahem. Hmm. Give me one second. All right, sir. So you said your first name is James?

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: And Brodbeck. And your date of birth?

Speaker speaker_2: 07/03/'75.

Speaker speaker_1: Hmm. We need a mailing address.

Speaker speaker_2: Uh, 12740 C-H-A-R-D-O-N Road, Mount Vernon, Ohio 43050.

Speaker speaker_1: 43050. All right. So the telephone number you're calling from is a good number to reach you, sir?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. So I'm gonna proceed to decline the auto enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: If, um, if you change your mind, you do have 30 days from the first day that you start working to give us a call.

Speaker speaker_2: Okay.

Speaker speaker_1: All right.

Speaker speaker_2: All right.

Speaker speaker_1: Anything else I can do for you, sir?

Speaker speaker_2: Huh?

Speaker speaker_1: Anything else-

Speaker speaker_2: That's great.

Speaker speaker_1: ... that I can do for you?

Speaker speaker_2: No, that'd be it. Thank you.

Speaker speaker_1: All right. Thank you for calling Benefits and Accords.

Speaker speaker_2: Okay. Bye-bye. Yeah!