

## **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 Guard. This is Pamela speaking. How may I help you? Yeah, I was wondering what this pho-- what the message was about. Is this for, like, health insurance or something? Yes, sir. We are the administrator for health insurance for Experian Agency. Oh, is it... Oh, I'm okay. I don't need it. Can, can I get that taken off? And who do you work for? Serge. Okay, I'm gonna need the last four digits of your Social so I can pull up your file. Yep, nine one nine seven. Your first and last name, sir? Joe Hernandez. Joe Hernandez. Mr. Hernandez, 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? I can gi-- You don't have that pulled up? If I give you my s-- my location of what state and city I'm in, 'cause that's a lot of information to give over the telephone. We have all your information. I just not-- I just gotta make sure I'm speaking with the correct person and the information that we have is the correct one. It's 650 Tiffin Drive, Antioch, Tennessee. My birthday is 16- This is- ... 37013. Okay. Thank you. We have a phone number on file, 629-279-6785 and your email- Yes. ... is hernandezjoe. W- which is your last and first name, 2010 at gmail.com? Yes, ma'am. Let's see. I put... I went ahead and declined the auto enrollment. Is there anything else I could do for you, sir? No, ma'am. Thank you so much. All right. Thank you for giving us a call today. You might receive texts regarding that auto enrollment. You can reply Stop or ignore them. Um, you will get it because you're still under your personal open enrollment. Okay, but I is- All right? Right. All right. Thank you for giving us a call. Have a great rest of the day, sir. Hey, so I'm blocked? I won't be enrolled in the insurance, right? Yes, sir. You will be. Okay. Everything is ple-- will be fine. Okay, thank you. Have a great day. You too, sir.

### **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 Guard. This is Pamela speaking. How may I help you?

Speaker speaker\_2: Yeah, I was wondering what this pho-- what the message was about. Is this for, like, health insurance or something?

Speaker speaker\_1: Yes, sir. We are the administrator for health insurance for Experian Agency.

Speaker speaker\_2: Oh, is it... Oh, I'm okay. I don't need it. Can, can I get that taken off?

Speaker speaker\_1: And who do you work for?

Speaker speaker\_2: Serge.

Speaker speaker\_1: Okay, I'm gonna need the last four digits of your Social so I can pull up your file.

Speaker speaker\_2: Yep, nine one nine seven.

Speaker speaker\_1: Your first and last name, sir?

Speaker speaker\_2: Joe Hernandez.

Speaker speaker\_1: Joe Hernandez. Mr. Hernandez, 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: I can gi-- You don't have that pulled up? If I give you my s-- my location of what state and city I'm in, 'cause that's a lot of information to give over the telephone.

Speaker speaker\_1: We have all your information. I just not-- I just gotta make sure I'm speaking with the correct person and the information that we have is the correct one.

Speaker speaker\_2: It's 650 Tiffin Drive, Antioch, Tennessee. My birthday is 16-

Speaker speaker\_1: This is-

Speaker speaker\_2: ... 37013.

Speaker speaker\_1: Okay. Thank you. We have a phone number on file, 629-279-6785 and your email-

Speaker speaker\_2: Yes.

Speaker speaker\_1: ... is hernandezjoe. W- which is your last and first name, 2010 at gmail.com?

Speaker speaker\_2: Yes, ma'am.

Speaker speaker\_1: Let's see. I put... I went ahead and declined the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker\_2: No, ma'am. Thank you so much.

Speaker speaker\_1: All right. Thank you for giving us a call today. You might receive texts regarding that auto enrollment. You can reply Stop or ignore them. Um, you will get it because you're still under your personal open enrollment.

Speaker speaker\_2: Okay, but I is-

Speaker speaker\_1: All right?

Speaker speaker\_2: Right.

Speaker speaker\_1: All right. Thank you for giving us a call. Have a great rest of the day, sir.

Speaker speaker\_2: Hey, so I'm blocked? I won't be enrolled in the insurance, right?

Speaker speaker\_1: Yes, sir. You will be.

Speaker speaker\_2: Okay.

Speaker speaker\_1: Everything is ple-- will be fine.

Speaker speaker\_2: Okay, thank you. Have a great day.

Speaker speaker\_1: You too, sir.