

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Yes, I work for Surge and I do not need their, uh, medical coverage. And what's the, um, last three digits of your social so I can pull up your f-file? 11934119. Your first and last name, sir? John Pauly. John Pauly? Yeah. P-A-U-L-E-Y. One second. Pauly. Pauly. Like P- Yeah, I think that's how it is spelled. ... as in Paulie. Okay. Mr. Pauly, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? 341 Stanton Road, Apartment 804, Xenia, Ohio 45385. And what else did you say you need? Your date of birth. Uh, 11/23/73. All right, now we have a phone number on file, 937-971-9763. I'm going to go ahead decline the auto enrollment. Is there anything else I could do for you, sir? So that won't be taken out of my paycheck, correct? No. No, sir. Don't have to worry about that. All right. Because I get- I get it for my wife's, uh, appointment because hers is a little better for some reason. I have no problem. I understand. Anything else I could do for you? Uh, no. That's it. All right, thank you. All right. Thanks.

### **Conversation Format**

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

Speaker speaker\_1: Yes, I work for Surge and I do not need their, uh, medical coverage.

Speaker speaker\_0: And what's the, um, last three digits of your social so I can pull up your f-file?

Speaker speaker\_1: 11934119.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: John Pauly.

Speaker speaker\_0: John Pauly?

Speaker speaker\_1: Yeah. P-A-U-L-E-Y.

Speaker speaker\_0: One second. Pauly.

Speaker speaker\_1: Pauly. Like P-

Speaker speaker\_0: Yeah, I think that's how it is spelled.

Speaker speaker\_1: ... as in Paulie.

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

Speaker speaker\_1: 341 Stanton Road, Apartment 804, Xenia, Ohio 45385. And what else did you say you need?

Speaker speaker\_0: Your date of birth.

Speaker speaker\_1: Uh, 11/23/73.

Speaker speaker\_0: All right, now we have a phone number on file, 937-971-9763. I'm going to go ahead decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker\_1: So that won't be taken out of my paycheck, correct?

Speaker speaker\_0: No. No, sir. Don't have to worry about that.

Speaker speaker\_1: All right. Because I get- I get it for my wife's, uh, appointment because hers is a little better for some reason.

Speaker speaker\_0: I have no problem. I understand. Anything else I could do for you?

Speaker speaker\_1: Uh, no. That's it.

Speaker speaker\_0: All right, thank you.

Speaker speaker\_1: All right. Thanks.