

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Card. This is Pamela speaking. How may I help you? Hmm. Yeah, what was your name again? Pamela. You said Pamela? Pamela, yes. Yeah, uh, can you spell that please? P-A-M-E-L-A. Pamela. Okay, Pamela. My name is Paul Wilson and I just, uh, I work for Surge, a staffing agency here in Lexington, Kentucky. Okay. And, um, I got a text message, uh, congrat- uh, congratulating me on a- on- on this new staffing agency. Uh, you wanting to auto-enroll me into a, a, a medical thing, Medical in a Card thing. Mm-hmm. Well, uh, I do not want that, so please do not auto-enroll me into that. Okay. So in order for me to help you, I'm gonna have to, uh, pull up your file and decline the auto-enrollment. Okay. I'm gonna need, um, the last four digits of your Social, your first and last name, sir. Okay. The last four digits of my Social is 3264 and my first and last name is Paul Wilson. Mr. Wilson, for security reasons, just to make sure we are in the correct file, can you please verify your complete address and date of birth? Okay. My date of birth is 5/5/1958 and my address is 273 East New Circle Road, Lexington, Kentucky 40505. I'm not too sure that's the zip code, but. We have the phone number of 585-9948-7540. That's correct. I'll proceed to, um, decline the auto-enrollment. Is there anything else I can do for you, sir? No, just, uh, thank you so much for your time and your patience and you just have a wonderful weekend- Yeah, thank you. ... 'cause it's like one day away. Yes, yes it is. So, uh, where you located at? In South Carolina. South Car- How's the weather there right now? Very cold. Yeah. We're down in the, um, uh, well at nighttime it gets down minus zero. It's like, it was like five degrees this morning, I think it was, minus five. Mm. Yeah, I think that was the actual windchill factor, I think it was, but it was, it was near zero and it's been that way for about three days now. And- Okay. ... like a couple weeks ago it was like that too. It's gonna be this way probably for the next six weeks, but thank you so much. Oh, yes. All right. Thank you, sir. Have a great day. You too. 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 in a Card. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hmm. Yeah, what was your name again?

Speaker speaker_1: Pamela.

Speaker speaker_2: You said Pamela?

Speaker speaker_1: Pamela, yes.

Speaker speaker_2: Yeah, uh, can you spell that please?

Speaker speaker_1: P-A-M-E-L-A.

Speaker speaker_2: Pamela. Okay, Pamela. My name is Paul Wilson and I just, uh, I work for Surge, a staffing agency here in Lexington, Kentucky.

Speaker speaker_1: Okay.

Speaker speaker_2: And, um, I got a text message, uh, congrat- uh, congratulating me on a- on- on this new staffing agency. Uh, you wanting to auto-enroll me into a, a, a medical thing, Medical in a Card thing.

Speaker speaker_1: Mm-hmm.

Speaker speaker_2: Well, uh, I do not want that, so please do not auto-enroll me into that.

Speaker speaker_1: Okay. So in order for me to help you, I'm gonna have to, uh, pull up your file and decline the auto-enrollment.

Speaker speaker_2: Okay.

Speaker speaker_1: I'm gonna need, um, the last four digits of your Social, your first and last name, sir.

Speaker speaker_2: Okay. The last four digits of my Social is 3264 and my first and last name is Paul Wilson.

Speaker speaker_1: Mr. Wilson, 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_2: Okay. My date of birth is 5/5/1958 and my address is 273 East New Circle Road, Lexington, Kentucky 40505. I'm not too sure that's the zip code, but.

Speaker speaker_1: We have the phone number of 585-9948-7540.

Speaker speaker_2: That's correct.

Speaker speaker_1: I'll proceed to, um, decline the auto-enrollment. Is there anything else I can do for you, sir?

Speaker speaker_2: No, just, uh, thank you so much for your time and your patience and you just have a wonderful weekend-

Speaker speaker_1: Yeah, thank you.

Speaker speaker_2: ... 'cause it's like one day away.

Speaker speaker_1: Yes, yes it is.

Speaker speaker_2: So, uh, where you located at?

Speaker speaker_1: In South Carolina.

Speaker speaker_2: South Car- How's the weather there right now?

Speaker speaker_1: Very cold.

Speaker speaker_2: Yeah. We're down in the, um, uh, well at nighttime it gets down minus zero. It's like, it was like five degrees this morning, I think it was, minus five.

Speaker speaker_1: Mm.

Speaker speaker_2: Yeah, I think that was the actual windchill factor, I think it was, but it was, it was near zero and it's been that way for about three days now. And-

Speaker speaker_1: Okay.

Speaker speaker_2: ... like a couple weeks ago it was like that too. It's gonna be this way probably for the next six weeks, but thank you so much.

Speaker speaker_1: Oh, yes. All right. Thank you, sir. Have a great day.

Speaker speaker_2: You too. Bye.