

Transcript: Pamela

Blanc-5455101469179904-5096027791605760

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits This is Pamela speaking. How may I help you? Yes, I wanted to opt out of, uh, the benefits. Who do you work for, ma'am? Uh, it's for American Staff Agency, American Staff Corp. All right, may I have the last three digits of your Social? 6655. The last four? Yes, ma'am. 6655. Thank you. May I have the, um, your first and last name? Yes, it's Ana, A-N-A. Solis, S-O-L-I-S. Ms. Solis, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth. Yes, it's 23855 South Highway 66, Lot 122, Claremore, Oklahoma, 74019. And my date of birth is 4-10-81. Um, we have a phone number on file, 918-408-5624. Yes. And you want to opt out to the, uh, the benefits? Opt out, yes. All right. I proceed to do so. Is there anything else I could do for you? No, that's it. All right, thank you for giving us a call. Okay. Have a great rest of the day. Okay, you too.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits

Speaker speaker_2: This is Pamela speaking. How may I help you?

Speaker speaker_3: Yes, I wanted to opt out of, uh, the benefits.

Speaker speaker_1: Who do you work for, ma'am?

Speaker speaker_3: Uh, it's for American Staff Agency, American Staff Corp.

Speaker speaker_1: All right, may I have the last three digits of your Social?

Speaker speaker_3: 6655. The last four?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_3: 6655.

Speaker speaker_1: Thank you. May I have the, um, your first and last name?

Speaker speaker_3: Yes, it's Ana, A-N-A. Solis, S-O-L-I-S.

Speaker speaker_1: Ms. Solis, for security reasons and just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_3: Yes, it's 23855 South Highway 66, Lot 122, Claremore, Oklahoma, 74019. And my date of birth is 4-10-81.

Speaker speaker_1: Um, we have a phone number on file, 918-408-5624.

Speaker speaker_3: Yes.

Speaker speaker_1: And you want to opt out to the, uh, the benefits?

Speaker speaker_3: Opt out, yes.

Speaker speaker_1: All right. I proceed to do so. Is there anything else I could do for you?

Speaker speaker_3: No, that's it.

Speaker speaker_1: All right, thank you for giving us a call.

Speaker speaker_3: Okay.

Speaker speaker_1: Have a great rest of the day.

Speaker speaker_3: Okay, you too.