

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Acquire. This is Pamela speaking. How may I help you? Hi. So I, uh, recently received a 1095C with a, uh, staffing company that I didn't know I was still under the, um, benefits plan for. And so, I just wanted to opt out of that plan if I could. Um, what's the name of the staffing agency you used to work for? Uh, Surge Staffing and I- I don't work for them anymore. I haven't since, uh, 2023. But then sh- you shouldn't be active if you don't work for them anymore. Uh, let me get the- Not that I thought- ... last four digits of your Social. I'm sorry, what? Last four digits of your Social. Sure. 1175. Your first and last name? First name Michael, last name Ferrigno. Can you spell your first, your last name for me? Sure. It's, uh, F as in Frank, E-R-R-I-G-N as in Nancy, O. Oh. Thank you. Mr. Ferrigno, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth. Okay. Um, it is 3382 Vista Grande Boulevard, uh, Carson City, Nevada 89705. And my date of birth is November 4th, 1996. Thank you for staying with me. Hold on. Could you, could you hold for just one second? Mm-hmm. Okay. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits and Acquire. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. So I, uh, recently received a 1095C with a, uh, staffing company that I didn't know I was still under the, um, benefits plan for. And so, I just wanted to opt out of that plan if I could.

Speaker speaker_0: Um, what's the name of the staffing agency you used to work for?

Speaker speaker_1: Uh, Surge Staffing and I- I don't work for them anymore. I haven't since, uh, 2023.

Speaker speaker_0: But then sh- you shouldn't be active if you don't work for them anymore. Uh, let me get the-

Speaker speaker_1: Not that I thought-

Speaker speaker_0: ... last four digits of your Social.

Speaker speaker_1: I'm sorry, what?

Speaker speaker_0: Last four digits of your Social.

Speaker speaker_1: Sure. 1175.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: First name Michael, last name Ferrigno.

Speaker speaker_0: Can you spell your first, your last name for me?

Speaker speaker_1: Sure. It's, uh, F as in Frank, E-R-R-I-G-N as in Nancy, O.

Speaker speaker_0: Oh. Thank you. Mr. Ferrigno, for security reasons, just to make sure we are in the correct file, I need to verify the complete address and date of birth.

Speaker speaker_1: Okay. Um, it is 3382 Vista Grande Boulevard, uh, Carson City, Nevada 89705. And my date of birth is November 4th, 1996.

Speaker speaker_0: Thank you for staying with me.

Speaker speaker_1: Hold on. Could you, could you hold for just one second?

Speaker speaker_0: Mm-hmm.

Speaker speaker_1: Okay. Thank you.