

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits Center Cards. This is Pamela speaking. How may I help you? Hi. Good morning. My name is Wade. Good morning. Mm-hmm. So I work for, uh, FreshWay because Se- Serv- Search is sending me here, so they said after a week I should be called for if I want any insurance or I don't need it. And who do you work for? I work for FreshWay. I am translator. What's the name of the staffing agency? The staffing is Search. Okay. So that why- And the last four digits of your Social? 47 48. Your first and last name? Wade Issa. My last name is Issa, but it's Wade. Okay. Mr. Issa, for security reasons- Oh. ... and just to make sure we are in the correct file, can you please verify your complete address and date of birth? My, um, address home or w- The address that you believe that we have on the file. Because I don't need any insurance, so that why I call. I, I understand, but I need to verify your mailing address and date of birth. Date of the birth is 12/3/1993. And your mailing address? You good? My mail address is check93omar@- @gmail.com. Thank you. You're welcome. That's your mailing... Your email. I need your home address, your mailing address. 760- Thank you. Okay. 760 Countryside Lane, Sycamore Grove Apartment Number 3. And where are you located, sir? The state, city, zip code. Uh, Sydney... My location is Sydney. Okay. Zip- zip code's 45365. Thank you. We have the telephone number on file, 937-658-4378. I will- All right. ... proceed to do the de- decline the auto enrollment. Is there anything else I could do for you, sir? No, that's it. Thank you very much. Pleasure. Thank you for giving us a call. Have a great rest of the 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 Center Cards. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. Good morning. My name is Wade.

Speaker speaker_1: Good morning. Mm-hmm.

Speaker speaker_2: So I work for, uh, FreshWay because Se- Serv- Search is sending me here, so they said after a week I should be called for if I want any insurance or I don't need it.

Speaker speaker_1: And who do you work for?

Speaker speaker_2: I work for FreshWay. I am translator.

Speaker speaker_1: What's the name of the staffing agency?

Speaker speaker_2: The staffing is Search.

Speaker speaker_1: Okay.

Speaker speaker_2: So that why-

Speaker speaker_1: And the last four digits of your Social?

Speaker speaker_2: 47 48.

Speaker speaker_1: Your first and last name?

Speaker speaker_2: Wade Issa. My last name is Issa, but it's Wade.

Speaker speaker_1: Okay. Mr. Issa, for security reasons-

Speaker speaker_2: Oh.

Speaker speaker_1: ... 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: My, um, address home or w-

Speaker speaker_1: The address that you believe that we have on the file.

Speaker speaker_2: Because I don't need any insurance, so that why I call.

Speaker speaker_1: I, I understand, but I need to verify your mailing address and date of birth.

Speaker speaker_2: Date of the birth is 12/3/1993.

Speaker speaker_1: And your mailing address?

Speaker speaker_2: You good? My mail address is check93omar@- @gmail.com.

Speaker speaker_1: Thank you.

Speaker speaker_2: You're welcome.

Speaker speaker_1: That's your mailing... Your email. I need your home address, your mailing address.

Speaker speaker_2: 760-

Speaker speaker_1: Thank you.

Speaker speaker_2: Okay. 760 Countryside Lane, Sycamore Grove Apartment Number 3.

Speaker speaker_1: And where are you located, sir? The state, city, zip code.

Speaker speaker_2: Uh, Sydney... My location is Sydney.

Speaker speaker_1: Okay.

Speaker speaker_2: Zip- zip code's 45365.

Speaker speaker_1: Thank you. We have the telephone number on file, 937-658-4378. I will-

Speaker speaker_2: All right.

Speaker speaker_1: ... proceed to do the de- decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_2: No, that's it. Thank you very much. Pleasure.

Speaker speaker_1: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: You too.

Speaker speaker_1: Bye.