

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you? Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you? Hi, my name is Alex Ramirez. Uh, I started working this week with Carl- Carlton Staffing and they told me, they, they subscribe me to the, um, medical stuffs from, for you guys. But I would like to unsubscribe myself. I don't need it. No problem. Um, may I have the last four digits of your socials to see if we have your file? Uh, 7601. And you say you, last name is Ramirez? Correct. And when did you start working for Carlton? You said this week? Uh, I started, uh, yeah, uh, yesterday. Okay. 7601, your last four? Correct. We have not received yet your file form- Okay. ... from Carlton. Okay. We could go ahead and create a file if you're willing to provide your personal information. If not, I believe by next Monday, we should have your information in the system. What would you like to do, sir? Okay. Thank you. I, I will call back on, on Monday. No problem. Thank you for giving us a call. Have a great rest of the day. All right. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you? Thank you for calling Benefits and Accard. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi, my name is Alex Ramirez. Uh, I started working this week with Carl- Carlton Staffing and they told me, they, they subscribe me to the, um, medical stuffs from, for you guys. But I would like to unsubscribe myself. I don't need it.

Speaker speaker_1: No problem. Um, may I have the last four digits of your socials to see if we have your file?

Speaker speaker_2: Uh, 7601.

Speaker speaker_1: And you say you, last name is Ramirez?

Speaker speaker_2: Correct.

Speaker speaker_1: And when did you start working for Carlton? You said this week?

Speaker speaker_2: Uh, I started, uh, yeah, uh, yesterday.

Speaker speaker_1: Okay. 7601, your last four?

Speaker speaker_2: Correct.

Speaker speaker_1: We have not received yet your file form-

Speaker speaker_2: Okay.

Speaker speaker_1: ... from Carlton.

Speaker speaker_2: Okay.

Speaker speaker_1: We could go ahead and create a file if you're willing to provide your personal information. If not, I believe by next Monday, we should have your information in the system. What would you like to do, sir?

Speaker speaker_2: Okay. Thank you. I, I will call back on, on Monday.

Speaker speaker_1: No problem. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_2: All right. Thank you.