

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. I got a text from this number or whatever, and it said, "Call to make a change," and I don't even know what this is, and I'm just calling- You are calling for health insurance, for health insurance? Is that what you said? Yes, sir. Uh, I don't need that. Is there a way I can, like, not have that or whatever? Who do you work for? I work for AFS in Tiffin. I could barely understand what you're saying. You're calling off, sir. Can you hear me better? A little better. Yes. I work for, uh, AFS in Tiffin, Ohio. HS? AFS. American Fine Centers. Oh. A... All right. May I have the last four digits of your Social so I can put up your file? 6383. All right. Mr. Gunder? Yes, sir. Yes. Sorry. Yes, ma'am. Sorry. No problem. I get confused myself talking to people as well. All right. Um, let's verify your complete address and date of birth for security reasons to make sure we are in the correct file. All right. Uh, my address is 553 West Township Road, 132 Tiffin, Ohio 44883, and then my date of birth is 12/28/06. Thank you for the information. You're welcome. We have a telephone number, 567-230-9886. Yes. All right. And ben.gunder69@gmail.com is your email. Yes. All right. I proceed to decline the auto enrollment. Is there anything else I could do for you, sir? No, that'll be it. All right. Thank you for giving us a call. Have a great rest of the day. You too.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_1: Hi. I got a text from this number or whatever, and it said, "Call to make a change," and I don't even know what this is, and I'm just calling-

Speaker speaker_0: You are calling for health insurance, for health insurance-

Speaker speaker_1: For health insurance? Is that what you said?

Speaker speaker_0: Yes, sir.

Speaker speaker_1: Uh, I don't need that. Is there a way I can, like, not have that or whatever?

Speaker speaker_0: Who do you work for?

Speaker speaker_1: I work for AFS in Tiffin.

Speaker speaker_0: I could barely understand what you're saying. You're calling off, sir.

Speaker speaker_1: Can you hear me better?

Speaker speaker_0: A little better. Yes.

Speaker speaker_1: I work for, uh, AFS in Tiffin, Ohio.

Speaker speaker_0: HS?

Speaker speaker_1: AFS. American Fine Centers.

Speaker speaker_0: Oh. A... All right. May I have the last four digits of your Social so I can put up your file?

Speaker speaker_1: 6383.

Speaker speaker_0: All right. Mr. Gunder?

Speaker speaker_1: Yes, sir. Yes. Sorry. Yes, ma'am. Sorry.

Speaker speaker_0: No problem. I get confused myself talking to people as well. All right. Um, let's verify your complete address and date of birth for security reasons to make sure we are in the correct file.

Speaker speaker_1: All right. Uh, my address is 553 West Township Road, 132 Tiffin, Ohio 44883, and then my date of birth is 12/28/06.

Speaker speaker_0: Thank you for the information.

Speaker speaker_1: You're welcome.

Speaker speaker_0: We have a telephone number, 567-230-9886.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. And ben.gunder69@gmail.com is your email.

Speaker speaker_1: Yes.

Speaker speaker_0: All right. I proceed to decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: No, that'll be it.

Speaker speaker_0: All right. Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too.