

## **Transcript: Pamela**

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### **Full Transcript**

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hey, Pamela. I was calling, um, so I can opt out of the enrollment- Okay. Wh- ... for the benefits. Whoa, ma'am. I'm sorry? What's the name of the staffing agency you work for? Carlton Staffing. Can I have the last four digits of your Social? 6485. 6485. Your first and last name? 6485. Jasmine Murillo. Thank you. Ms. Murillo, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth? Yes. It's 950 FM, 1959, Apartment 1224, Houston, Texas, 77034. Date of birth is November 8th, 1992. Thank you for the information. We have a phone number on file, 832-591-0168, and your email is your first name, last name, zero, a, at gmail.com? That's correct. Okay. I'm gonna go ahead and cancel the auto enrollment because it was, it was already processed. You might experience one or two deductions. Um, I cannot assure you if it's going to be one or two because we don't have access to your payroll. Um, in case that it, it does happen, just so you know what was the reason why. Yeah, because they told me to call today, that's why. So I called today. Oh, I understand. But we haven't received any deductions yet, and I don't see- Mm-hmm. ... anyone, any that is going to be posted, but just in case- Okay. ... it happens, um, you know the reason why. Okay. All right? Anything else I could do for you? Yeah. No, that's it, because they told me to call today, so it won't happen, so that's why I called. But that's it. Okay. No problem. Thank you. Thank you. Yes, ma'am. Have a great weekend. You too. Bye-bye.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you?

Speaker speaker\_1: Hey, Pamela. I was calling, um, so I can opt out of the enrollment-

Speaker speaker\_0: Okay. Wh-

Speaker speaker\_1: ... for the benefits.

Speaker speaker\_0: Whoa, ma'am.

Speaker speaker\_1: I'm sorry?

Speaker speaker\_0: What's the name of the staffing agency you work for?

Speaker speaker\_1: Carlton Staffing.

Speaker speaker\_0: Can I have the last four digits of your Social?

Speaker speaker\_1: 6485.

Speaker speaker\_0: 6485. Your first and last name?

Speaker speaker\_1: 6485. Jasmine Murillo.

Speaker speaker\_0: Thank you. Ms. Murillo, for security reasons, just to make sure we are in the correct file, can you please verify the complete address and date of birth?

Speaker speaker\_1: Yes. It's 950 FM, 1959, Apartment 1224, Houston, Texas, 77034. Date of birth is November 8th, 1992.

Speaker speaker\_0: Thank you for the information. We have a phone number on file, 832-591-0168, and your email is your first name, last name, zero, a, at gmail.com?

Speaker speaker\_1: That's correct.

Speaker speaker\_0: Okay. I'm gonna go ahead and cancel the auto enrollment because it was, it was already processed. You might experience one or two deductions. Um, I cannot assure you if it's going to be one or two because we don't have access to your payroll. Um, in case that it, it does happen, just so you know what was the reason why.

Speaker speaker\_1: Yeah, because they told me to call today, that's why. So I called today.

Speaker speaker\_0: Oh, I understand. But we haven't received any deductions yet, and I don't see-

Speaker speaker\_1: Mm-hmm.

Speaker speaker\_0: ... anyone, any that is going to be posted, but just in case-

Speaker speaker\_1: Okay.

Speaker speaker\_0: ... it happens, um, you know the reason why.

Speaker speaker\_1: Okay.

Speaker speaker\_0: All right? Anything else I could do for you?

Speaker speaker\_1: Yeah. No, that's it, because they told me to call today, so it won't happen, so that's why I called. But that's it.

Speaker speaker\_0: Okay. No problem. Thank you.

Speaker speaker\_1: Thank you. Yes, ma'am.

Speaker speaker\_0: Have a great weekend.

Speaker speaker\_1: You too. Bye-bye.