

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits 2004. This is Pamela speaking. How may I help you? Yes, I received a text about, uh, their, uh, Telrex or some kind of insurance. Okay. We are, we are the administrator for health insurance through a staffing agency. Are you- Yeah, I want to opt out of that. You want to opt out? And- Yeah, I don't want it. What's the name, what's the name of the staffing agency you're working for, sir? Uh, Surge. Mm-hmm. May I have the last four digits of your Social so I can pull up your file? 5060. Your first and last name, sir. David Floyd. Thank you. Mr. Floyd, for security reasons and just to make sure we are in the correct file, I need to verify your complete address and date of birth. Uh, 216 North 18th Street, New Castle, Indiana. All right. Thank you for the information. We have a telephone number on file. Um, 765-518-1129. Yes. And your email is 295854d@gmail.com. Yes, ma'am. All right. I proceed to opt you out. Is there anything else I could do for you? No, that would be it. All right. Thank you for giving us a call. Have a great rest of the day. Thank you. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling Benefits 2004. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yes, I received a text about, uh, their, uh, Telrex or some kind of insurance.

Speaker speaker_0: Okay. We are, we are the administrator for health insurance through a staffing agency. Are you-

Speaker speaker_1: Yeah, I want to opt out of that.

Speaker speaker_0: You want to opt out? And-

Speaker speaker_1: Yeah, I don't want it.

Speaker speaker_0: What's the name, what's the name of the staffing agency you're working for, sir?

Speaker speaker_1: Uh, Surge.

Speaker speaker_0: Mm-hmm. May I have the last four digits of your Social so I can pull up your file?

Speaker speaker_1: 5060.

Speaker speaker_0: Your first and last name, sir.

Speaker speaker_1: David Floyd.

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

Speaker speaker_1: Uh, 216 North 18th Street, New Castle, Indiana.

Speaker speaker_0: All right. Thank you for the information. We have a telephone number on file. Um, 765-518-1129.

Speaker speaker_1: Yes.

Speaker speaker_0: And your email is 295854d@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: All right. I proceed to opt you out. Is there anything else I could do for you?

Speaker speaker_1: No, that would be it.

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

Speaker speaker_1: Thank you. Bye.