

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thankfully *f* about it. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Yes, my name is Betty Drummond. I had a message from y'all about insurance through Surge. I don't want it. Okay, so we could go ahead and decline the auto enrollment. I will need the last four digits of your Social. 9096. And what is your first and last name, ma'am? Betty Drummond, D-R-U-M-M-O-N-D. Miss, um, Drummond, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 131D Ryan Road, Cullman, Alabama 35057, and my date of birth's 3/27/89. Thank you for the information. We have a telephone number on file, 256-636-0885, and your email is bdrummond, your last name, @... 0615@gmail.com. Yes. All right. I proceed to decline the auto enrollment. Is there anything else I could do for you? That's it. I just don't... I don't want insurance. No problem. Thank you for giving us a call today. Have a great weekend. Thank you.

Conversation Format

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

Speaker speaker_1: Thankfully *f* about it.

Speaker speaker_2: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_3: Yes, my name is Betty Drummond. I had a message from y'all about insurance through Surge. I don't want it.

Speaker speaker_2: Okay, so we could go ahead and decline the auto enrollment. I will need the last four digits of your Social.

Speaker speaker_3: 9096.

Speaker speaker_2: And what is your first and last name, ma'am?

Speaker speaker_3: Betty Drummond, D-R-U-M-M-O-N-D.

Speaker speaker_2: Miss, um, Drummond, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_3: 131D Ryan Road, Cullman, Alabama 35057, and my date of birth's 3/27/89.

Speaker speaker_2: Thank you for the information. We have a telephone number on file, 256-636-0885, and your email is bdrummond, your last name, @... 0615@gmail.com.

Speaker speaker_3: Yes.

Speaker speaker_2: All right. I proceed to decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker_3: That's it. I just don't... I don't want insurance.

Speaker speaker_2: No problem. Thank you for giving us a call today. Have a great weekend.

Speaker speaker_3: Thank you.