

Transcript: Pamela

Blanc-5738590103977984-6538019589373952

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10 o'clock. This is Pamela speaking. How may I help you? Uh, yes, ma'am. I need to opt out of the, uh, the medical insurance through Surge Staffing, Ohio. Can I have the last four digits, the last four digits- Uh- ... of your Social so I can put it in your file? What do you need? The last four digits of your Social. 5491. And your first and last name, you said, sir? Uh, James Fortune. Mr. Fortune, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth. Around when? Uh-huh. They'll hit- Hold on a second. Okay. Okay, what was it now again, ma'am? Can we verify the complete address and date of birth? Uh, 3... 3067 Lookout Drive, Zanesville, Ohio 43701. Birthdate is 2/12/1973. Thank you for the information. Um... You have a phone number on file, 240... 740-973-2812. Yes, ma'am. All right. I'm gonna go ahead and decline the enrollment. Is anything else I can do for you? No, ma'am. I just needed to be opted out of the, out of the, out of the insurance now that I have my own personal insurance. All right. No problem. Thank you for giving us a call. Have a great rest of the day. Uh-huh. You too. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10 o'clock. This is Pamela speaking. How may I help you?

Speaker speaker_2: Uh, yes, ma'am. I need to opt out of the, uh, the medical insurance through Surge Staffing, Ohio.

Speaker speaker_1: Can I have the last four digits, the last four digits-

Speaker speaker_2: Uh-

Speaker speaker_1: ... of your Social so I can put it in your file?

Speaker speaker_2: What do you need?

Speaker speaker_1: The last four digits of your Social.

Speaker speaker_2: 5491.

Speaker speaker_1: And your first and last name, you said, sir?

Speaker speaker_2: Uh, James Fortune.

Speaker speaker_1: Mr. Fortune, for security reasons, just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker_3: Around when?

Speaker speaker_2: Uh-huh.

Speaker speaker_3: They'll hit-

Speaker speaker_2: Hold on a second. Okay. Okay, what was it now again, ma'am?

Speaker speaker_1: Can we verify the complete address and date of birth?

Speaker speaker_2: Uh, 3... 3067 Lookout Drive, Zanesville, Ohio 43701. Birthdate is 2/12/1973.

Speaker speaker_1: Thank you for the information. Um... You have a phone number on file, 240... 740-973-2812.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. I'm gonna go ahead and decline the enrollment. Is any- anything else I can do for you?

Speaker speaker_2: No, ma'am. I just needed to be opted out of the, out of the, out of the insurance now that I have my own personal insurance.

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

Speaker speaker_2: Uh-huh. You too. Bye-bye.