

Transcript: Pamela

Blanc-5845504940621824-6105037197852672

Full Transcript

... benefits and insurance card. This is Pamela speaking. How may I help you? Yeah, how you doing? My name's Willie Cox. Government Benefits and Insurance Card. This is Pamela speaking. How may I help you? How you doing? My name is Willie Cox. Okay. How may I help you? Yeah. Yes, and I was calling to let you know that I'm not interested in the insurance or the, uh, Total RX card. Who do you work for sir, what staff and agency? I work for Surge, S-U-R-G-E staff. May, may I have the last four digits of your social so I can pull up your file? 1420. 1420? Yes. You said, uh, you said Willie, right? Correct. Mr. Cox, for security reasons just to make sure we are in the correct file, I need to verify your complete address and date of birth. Oh, address, 314 1st Street Southeast Childersburg, Alabama 35044. Birthday, 5/9/66. Thank you for the information. We have a phone number on file 705-722-4944 and your email is wjcox148@gmail.com. Yes, and, uh, the area code is 205 instead of 705. It's, it's 205. Okay. And I'm gonna proceed to decline out our enrollment. Is there anything else I could do for you, sir? No, I was just gonna let, was just calling you to let you know I'm not interested in neither one of them. I understand. Thank you for giving us a call today. Have a great rest of the day, sir. Thanks a lot. Bye-bye.

Conversation Format

Speaker speaker_0: ... benefits and insurance card. This is Pamela speaking. How may I help you?

Speaker speaker_1: Yeah, how you doing? My name's Willie Cox.

Speaker speaker_0: Government Benefits and Insurance Card. This is Pamela speaking. How may I help you?

Speaker speaker_1: How you doing? My name is Willie Cox.

Speaker speaker_0: Okay. How may I help you?

Speaker speaker_1: Yeah. Yes, and I was calling to let you know that I'm not interested in the insurance or the, uh, Total RX card.

Speaker speaker_0: Who do you work for sir, what staff and agency?

Speaker speaker_1: I work for Surge, S-U-R-G-E staff.

Speaker speaker_0: May, may I have the last four digits of your social so I can pull up your file?

Speaker speaker_1: 1420.

Speaker speaker_0: 1420?

Speaker speaker_1: Yes.

Speaker speaker_0: You said, uh, you said Willie, right?

Speaker speaker_1: Correct.

Speaker speaker_0: Mr. Cox, 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_1: Oh, address, 314 1st Street Southeast Childersburg, Alabama 35044. Birthday, 5/9/66.

Speaker speaker_0: Thank you for the information. We have a phone number on file 705-722-4944 and your email is wjcox148@gmail.com.

Speaker speaker_1: Yes, and, uh, the area code is 205 instead of 705. It's, it's 205.

Speaker speaker_0: Okay. And I'm gonna proceed to decline out our enrollment. Is there anything else I could do for you, sir?

Speaker speaker_1: No, I was just gonna let, was just calling you to let you know I'm not interested in neither one of them.

Speaker speaker_0: I understand. Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_1: Thanks a lot. Bye-bye.