

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you? Hi. I'm calling to enroll, um, my benefits. I could barely hear you. I said, hi, I'm calling to enroll for my benefits. All right. Who do you work for, sir? Uh, Search Staffing. May I have the last four digits of the Social? 1043. 1043. Your first and last name? Uh, just Jerry Wolf. Jerry Wolf. The city and... Me one second. Mm-hmm. Can you spell your last name for me, please? Wolf, W-O-L-F. When did you started working for Search? Um, like two weeks ago. 'Cause we have already seen your file. Let me see. Um, 'cause yeah, I just received a text message. Let's see. Give me one more second. Let me give her... Cool, okay. Um, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file, please? 1616 Aspen Drive, Aspen Court, Oliver, Illinois. And the ZIP Code in your area, sir? Uh, 60440. Thank you. W- we have a telephone number on file, 708-551-7950 and wolfj-o-j-o12@gmail.com is the email? Yes. Okay. Let's see. So I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you? No, that's it. All right, thank you for giving us a call today. Have a great rest of the day.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits in a Car. This is Pamela speaking. How may I help you?

Speaker speaker_2: Hi. I'm calling to enroll, um, my benefits.

Speaker speaker_1: I could barely hear you.

Speaker speaker_2: I said, hi, I'm calling to enroll for my benefits.

Speaker speaker_1: All right. Who do you work for, sir?

Speaker speaker_2: Uh, Search Staffing.

Speaker speaker_1: May I have the last four digits of the Social?

Speaker speaker_2: 1043.

Speaker speaker_1: 1043. Your first and last name?

Speaker speaker_2: Uh, just Jerry Wolf.

Speaker speaker_1: Jerry Wolf. The city and... Me one second.

Speaker speaker_2: Mm-hmm.

Speaker speaker_1: Can you spell your last name for me, please?

Speaker speaker_2: Wolf, W-O-L-F.

Speaker speaker_1: When did you started working for Search?

Speaker speaker_2: Um, like two weeks ago.

Speaker speaker_1: 'Cause we have already seen your file. Let me see.

Speaker speaker_2: Um, 'cause yeah, I just received a text message.

Speaker speaker_1: Let's see. Give me one more second. Let me give her... Cool, okay. Um, can we verify your complete address and date of birth for security reasons to make sure we are in the correct file, please?

Speaker speaker_2: 1616 Aspen Drive, Aspen Court, Oliver, Illinois.

Speaker speaker_1: And the ZIP Code in your area, sir?

Speaker speaker_2: Uh, 60440.

Speaker speaker_1: Thank you. W- we have a telephone number on file, 708-551-7950 and wolfj-o-j-o12@gmail.com is the email?

Speaker speaker_2: Yes.

Speaker speaker_1: Okay. Let's see. So I'm gonna go ahead and decline the auto enrollment. Is there anything else I could do for you?

Speaker speaker_2: No, that's it.

Speaker speaker_1: All right, thank you for giving us a call today. Have a great rest of the day.