

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you? Yeah, um, I was just calling 'cause, uh, I guess I have to let you know that I don't want to be enrolled in the... Sir, I could... I cannot understand what you're saying, um, because- I don't want to be enrolled in the... I don't want to be enrolled in the healthcare through SRVS. Perfect. Oh, I understand. May I have the last four digits of the social so I can pull up your c-... Your file and opt you out? Yeah, 9406. Your first and last name, sir? Scott Williams. All right. Mr. Williams, for security reasons and just to make sure we are in the correct file, we need to verify your complete address and date of birth. Yeah. It's 236 and 1/2 West 4th Street, Mansfield, Ohio 44903 and my birthday is 9/14/1973. Thank you. We have the phone number on file, 567-203-1156 and your email is 99scottwilliams23@gmail.com. Yes, ma'am. All right. Mr. Williams, your benefit's already been declined, um, so you don't have to worry about it. Yeah. All right. I just want to make sure because I don't... I already have health coverage through somebody else's money. Okay. So, you might, um, receive the text again explaining about the auto-enrollment. You don't have to worry about it. It's already been declined. Okay, thank you. Is there anything else I can do for you sir? Uh, no, ma'am. Thank you. All right. Thank you for giving us a call. Have a great rest of the day. You too. Thank you.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits and Accord. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah, um, I was just calling 'cause, uh, I guess I have to let you know that I don't want to be enrolled in the...

Speaker speaker_1: Sir, I could... I cannot understand what you're saying, um, because-

Speaker speaker_2: I don't want to be enrolled in the... I don't want to be enrolled in the healthcare through SRVS.

Speaker speaker_1: Perfect. Oh, I understand. May I have the last four digits of the social so I can pull up your c-... Your file and opt you out?

Speaker speaker_2: Yeah, 9406.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Scott Williams.

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

Speaker speaker_2: Yeah. It's 236 and 1/2 West 4th Street, Mansfield, Ohio 44903 and my birthday is 9/14/1973.

Speaker speaker_1: Thank you. We have the phone number on file, 567-203-1156 and your email is 99scottwilliams23@gmail.com.

Speaker speaker_2: Yes, ma'am.

Speaker speaker_1: All right. Mr. Williams, your benefit's already been declined, um, so you don't have to worry about it.

Speaker speaker_2: Yeah. All right. I just want to make sure because I don't... I already have health coverage through somebody else's money.

Speaker speaker_1: Okay. So, you might, um, receive the text again explaining about the auto-enrollment. You don't have to worry about it. It's already been declined.

Speaker speaker_2: Okay, thank you.

Speaker speaker_1: Is there anything else I can do for you sir?

Speaker speaker_2: Uh, no, ma'am. Thank you.

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

Speaker speaker_2: You too. Thank you.