

## **Transcript: Pamela**

**Blanc-5989484224233472-6174442058334208**

### **Full Transcript**

Thank you for calling Benefits and Accords. This is Pamela speaking. Yes, I'd like... I've called you guys before, I think. I started a job with a, with a company and they told me I had to call in here and opt out. So I'm trying to opt out. I already did it once, but I received a text later. I don't know if they switched it. I don't know. I just wanted to make sure that I could... You opted out. So what is the stopping agency you worked for? Burge. May I have the last four digits of your Social? 86630. Your first and last name, sir? Joshua Snyder. Mr. Snyder, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth. 10/19/1985, 411 East Newell Street, Apartment 6, West Liberty, Ohio 43357. Thank you for the information. We have a telephone number on file. Uh, and that's 937-649-0051, and your email is foreverheartless216- Yeah. ...@gmail.com? Yeah. All right. So your benefits has already declined. Um, if you receive a message, as they do go out automatically. All right. So if you get another one, it's because you're still under that enrollment period. All right. Opt out. All right? All right. Thank you. Thank you for giving us a call. Have a very wonderful day.

### **Conversation Format**

Speaker speaker\_0: Thank you for calling Benefits and Accords. This is Pamela speaking.

Speaker speaker\_1: Yes, I'd like... I've called you guys before, I think. I started a job with a, with a company and they told me I had to call in here and opt out. So I'm trying to opt out. I already did it once, but I received a text later. I don't know if they switched it. I don't know. I just wanted to make sure that I could...

Speaker speaker\_0: You opted out. So what is the stopping agency you worked for?

Speaker speaker\_1: Burge.

Speaker speaker\_0: May I have the last four digits of your Social?

Speaker speaker\_1: 86630.

Speaker speaker\_0: Your first and last name, sir?

Speaker speaker\_1: Joshua Snyder.

Speaker speaker\_0: Mr. Snyder, for security reasons, and just to make sure we are in the correct file, I need to verify your complete address and date of birth.

Speaker speaker\_1: 10/19/1985, 411 East Newell Street, Apartment 6, West Liberty, Ohio 43357.

Speaker speaker\_0: Thank you for the information. We have a telephone number on file. Uh, and that's 937-649-0051, and your email is foreverheartless216-

Speaker speaker\_1: Yeah.

Speaker speaker\_0: ...@gmail.com?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. So your benefits has already declined. Um, if you receive a message, as they do go out automatically.

Speaker speaker\_1: All right.

Speaker speaker\_0: So if you get another one, it's because you're still under that enrollment period.

Speaker speaker\_1: All right. Opt out.

Speaker speaker\_0: All right?

Speaker speaker\_1: All right. Thank you.

Speaker speaker\_0: Thank you for giving us a call. Have a very wonderful day.