

Transcript: Pamela

Blanc-6024017655021568-4884197155192832

Full Transcript

Thank you for calling This is speaking. How may I help you? Um, yes, I want to make sure that, uh, I didn't sign up for, uh, your services. I couldn't hear you, sir. Can you repeat that, please? I said, I want to make sure I did not sign up for your services. Okay, and who do you work for? Well, don't know yet. Um, it, it, I just, uh, applied with Integrity, uh, Trade Services and I was on their, uh, internet portal and everything. And it came to the section for benefits and it says, "You can accept or decline here." And it says, "Go to the next screen." We go to the next screen, you had to fill in all your information and the lady's like, "Oh, I think you just signed up." It's like, well then there's no section to say decline. Okay. So I want to make sure that I'm, it's declined. No problem. Let me make s- uh, let's see if your file is showing here. Okay. And if it is, I could go ahead and decline it, and if it's a, if it's not showing, decline. If not, we could go ahead and create one for you and decline it. May I have the last four digits of, of your Social? 0243. 0243. Okay, so you said Integrity0423, right? Wow, you're about as helpful as the, uh, website. I said, "0243" in English. My apology, sir. Your first and last name, sir. How many times I got to say this? Uh, it's Daniel, D-A-N-I-E-L, Boyer, B-O-Y-E-R. Do I need to repeat that, please? No, sir. That's enough. So for your security reason just to make sure we are in the correct file, can you please verify your complete address and date of birth? 702 Fairmount Avenue, Mishawaka, Indiana, 46545. DOB is 11/08/69. Thank you for that information. We have a phone number on file, 574-309-6531. Yes. And yes, you did decline the benefits. Is there anything else you need help with? Oh, so, so is this your approved decline? Yes, sir. Anything else? Okay, because, uh, yeah. No, that'll be it then. I'm good. Thank you.

Conversation Format

Speaker speaker_0: Thank you for calling This is speaking. How may I help you?

Speaker speaker_1: Um, yes, I want to make sure that, uh, I didn't sign up for, uh, your services.

Speaker speaker_0: I couldn't hear you, sir. Can you repeat that, please?

Speaker speaker_1: I said, I want to make sure I did not sign up for your services.

Speaker speaker_0: Okay, and who do you work for?

Speaker speaker_1: Well, don't know yet. Um, it, it, I just, uh, applied with Integrity, uh, Trade Services and I was on their, uh, internet portal and everything. And it came to the section for

benefits and it says, "You can accept or decline here." And it says, "Go to the next screen." We go to the next screen, you had to fill in all your information and the lady's like, "Oh, I think you just signed up." It's like, well then there's no section to say decline.

Speaker speaker_0: Okay.

Speaker speaker_1: So I want to make sure that I'm, it's declined.

Speaker speaker_0: No problem. Let me make s- uh, let's see if your file is showing here.

Speaker speaker_1: Okay.

Speaker speaker_0: And if it is, I could go ahead and decline it, and if it's a, if it's not showing, decline. If not, we could go ahead and create one for you and decline it. May I have the last four digits of, of your Social?

Speaker speaker_1: 0243.

Speaker speaker_0: 0243. Okay, so you said Integrity0423, right?

Speaker speaker_1: Wow, you're about as helpful as the, uh, website. I said, "0243" in English.

Speaker speaker_0: My apology, sir. Your first and last name, sir.

Speaker speaker_1: How many times I got to say this? Uh, it's Daniel, D-A-N-I-E-L, Boyer, B-O-Y-E-R. Do I need to repeat that, please?

Speaker speaker_0: No, sir. That's enough. So for your security reason just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 702 Fairmount Avenue, Mishawaka, Indiana, 46545. DOB is 11/08/69.

Speaker speaker_0: Thank you for that information. We have a phone number on file, 574-309-6531.

Speaker speaker_1: Yes.

Speaker speaker_0: And yes, you did decline the benefits. Is there anything else you need help with?

Speaker speaker_1: Oh, so, so is this your approved decline?

Speaker speaker_0: Yes, sir. Anything else?

Speaker speaker_1: Okay, because, uh, yeah. No, that'll be it then. I'm good.

Speaker speaker_0: Thank you.