

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Authority. This is Pamela speaking. How may I help you? Yes, I want to opt out of your insurance program with my, um, staffing service. What's the name of the staffing agency and the last two digits of the Social? Integrity Trade Service. Last four digits of the Social, sir. 2097. Your first and last name? James Johnson. Mr. Johnson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth? 2109 McKinley Street, Gary, Indiana 46404 September 12th, 1979. Thank you. We have a phone number on file. Um, 312-386-0622. Yeah. Okay. So your benefits already been declined, um, so you don't have to worry about it. If you receive a text, you could ignore it 'cause you're still under the 30 days of the enrollment. Okay. All right? All right. Thank you. Thank you for giving us a call. Have a great rest of the day. You too. Bye.

Conversation Format

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

Speaker speaker_1: Yes, I want to opt out of your insurance program with my, um, staffing service.

Speaker speaker_0: What's the name of the staffing agency and the last two digits of the Social?

Speaker speaker_1: Integrity Trade Service.

Speaker speaker_0: Last four digits of the Social, sir.

Speaker speaker_1: 2097.

Speaker speaker_0: Your first and last name?

Speaker speaker_1: James Johnson.

Speaker speaker_0: Mr. Johnson, for security reasons and just to make sure we are in the correct file, can you please verify your complete address and date of birth?

Speaker speaker_1: 2109 McKinley Street, Gary, Indiana 46404 September 12th, 1979.

Speaker speaker_0: Thank you. We have a phone number on file. Um, 312-386-0622.

Speaker speaker_1: Yeah.

Speaker speaker_0: Okay. So your benefits already been declined, um, so you don't have to worry about it. If you receive a text, you could ignore it 'cause you're still under the 30 days of the enrollment.

Speaker speaker_1: Okay.

Speaker speaker_0: All right?

Speaker speaker_1: All right. Thank you.

Speaker speaker_0: Thank you for giving us a call. Have a great rest of the day.

Speaker speaker_1: You too. Bye.