

Transcript: Pamela

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Full Transcript

Thank you for calling Benefits and Accords. This is Pamela speaking. How may I help you? Hi, my name is Kanesha. Um, I just started with Carlton Staffing and I was calling to, um, opt out of the benefits. Okay. May I have the last four digits of the Social Security we have on file? Yes, it's nine three two two. Nine three two two? Yes, ma'am. Carlton. Your first and last name? Kanesha Roscano. All right. Ms. Roscano, for security reasons and to make sure we are in the correct file, could you please verify your complete address and date of birth? Yes. April 3rd, 1991 and 15718 Granite Mountain Trail, Houston, Texas 77049. All right. We have a telephone number on file, 832-806-5358. Yes. Okay. All right. See... I see your benefits already been declined. Okay, because I had just received the- Did you receive that? Yes, this morning. Okay. So, it's because you're still under the, um, under your 30 days to enroll. So you- Okay. ... should ignore or revise that. Okay, okay. Thank you so much. All right, thank you for giving us a call. Have a very blessed day. You too, thank you. Bye-bye.

Conversation Format

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

Speaker speaker_1: Hi, my name is Kanesha. Um, I just started with Carlton Staffing and I was calling to, um, opt out of the benefits.

Speaker speaker_0: Okay. May I have the last four digits of the Social Security we have on file?

Speaker speaker_1: Yes, it's nine three two two.

Speaker speaker_0: Nine three two two?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Carlton. Your first and last name?

Speaker speaker_1: Kanesha Roscano.

Speaker speaker_0: All right. Ms. Roscano, for security reasons and to make sure we are in the correct file, could you please verify your complete address and date of birth?

Speaker speaker_1: Yes. April 3rd, 1991 and 15718 Granite Mountain Trail, Houston, Texas 77049.

Speaker speaker_0: All right. We have a telephone number on file, 832-806-5358.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. All right. See... I see your benefits already been declined.

Speaker speaker_1: Okay, because I had just received the-

Speaker speaker_0: Did you receive that?

Speaker speaker_1: Yes, this morning.

Speaker speaker_0: Okay. So, it's because you're still under the, um, under your 30 days to enroll. So you-

Speaker speaker_1: Okay.

Speaker speaker_0: ... should ignore or revise that.

Speaker speaker_1: Okay, okay. Thank you so much.

Speaker speaker_0: All right, thank you for giving us a call. Have a very blessed day.

Speaker speaker_1: You too, thank you. Bye-bye.