

Transcript: Pamela

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Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you? Yeah. I need to call and opt out of the Surge benefits. Sure. May I have the last four digits of the social number, and you said Surge, right? Yeah. Last four of my social is 1838. 183? Yes. 1838. Your first and last name, sir? Jonathan Onie. Mr. Onie, 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. 227816259, Owlsburg Fitchville Road, Greenwich, Ohio 44837. Thank you for the information. We have a phone number on file 419-921-3812. Yeah. And the email on file is johnny81@gmail.com? Yeah. All right. I'll proceed to decline the auto enrollment. Is there anything else I could do for you, sir? Nope. That's it. Thank you for giving us a call today. Have a great rest of the day, sir. All right. Bye-bye.

Conversation Format

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

Speaker speaker_1: Thank you for calling Benefits 10-24. This is Pamela speaking. How may I help you?

Speaker speaker_2: Yeah. I need to call and opt out of the Surge benefits.

Speaker speaker_1: Sure. May I have the last four digits of the social number, and you said Surge, right?

Speaker speaker_2: Yeah. Last four of my social is 1838.

Speaker speaker_1: 183?

Speaker speaker_2: Yes. 1838.

Speaker speaker_1: Your first and last name, sir?

Speaker speaker_2: Jonathan Onie.

Speaker speaker_1: Mr. Onie, 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_2: 227816259, Owlsburg Fitchville Road, Greenwich, Ohio 44837.

Speaker speaker_1: Thank you for the information. We have a phone number on file 419-921-3812.

Speaker speaker_2: Yeah.

Speaker speaker_1: And the email on file is johnny81@gmail.com?

Speaker speaker_2: Yeah.

Speaker speaker_1: All right. I'll proceed to decline the auto enrollment. Is there anything else I could do for you, sir?

Speaker speaker_2: Nope. That's it.

Speaker speaker_1: Thank you for giving us a call today. Have a great rest of the day, sir.

Speaker speaker_2: All right. Bye-bye.