

Transcript: Pamela

Blanc-6480259391602688-5107709067575296

Full Transcript

Thank you for calling . Hello? Who's speaking? Hey, can I speak... Can I speak to Biggs? Who? Who? Um, is this Surge, the Teladoc auto-enroll thing? We are the... the benefits in the card? It's- Yeah. I need to un-auto-enroll for, um, some kind of telehealth. And what are you working for? Um, I work for Fast Lane, um, Opportunities. That's the name of the staffing agency? No, the staffing name is Surge. Okay, may I have the last four digits of your Social Security so I can block your file? Uh-huh, 6374. Okay, your first and last name, ma'am. Christina McGrow. Ms. McGrow, for security reasons, we just need to make sure we are in the correct file. Can you please verify with your social security number and date of birth? From my Social and my date of birth? 425-65... And your mailing address. Oh, my mailing address? Um, 111 Planters Row, Madison, Mississippi 39110. And my date of birth, 3-9... I mean, um, um, 11-24-1983. Thank you for the information. You have a telephone number of 566-5981-816. And, Ms. McGrow, I see that your benefit's already been declined. You'll receive a text because you're still under that, under those 30 days time hold. Um, you might receive another one, just ignore it or reply back. Oh, okay. Mm-hmm. All right? No problem. Yes, I do. All right. I just wanted to double-check. Okay. I got the text today. No problem. Thank you. All right, have a great rest of the day. Okay, you too. Thanks. Bye.

Conversation Format

Speaker speaker_0: Thank you for calling .

Speaker speaker_1: Hello?

Speaker speaker_0: Who's speaking?

Speaker speaker_2: Hey, can I speak... Can I speak to Biggs?

Speaker speaker_1: Who? Who?

Speaker speaker_2: Um, is this Surge, the Teladoc auto-enroll thing?

Speaker speaker_0: We are the... the benefits in the card? It's-

Speaker speaker_2: Yeah. I need to un-auto-enroll for, um, some kind of telehealth.

Speaker speaker_0: And what are you working for?

Speaker speaker_2: Um, I work for Fast Lane, um, Opportunities.

Speaker speaker_0: That's the name of the staffing agency?

Speaker speaker_2: No, the staffing name is Surge.

Speaker speaker_0: Okay, may I have the last four digits of your Social Security so I can block your file?

Speaker speaker_2: Uh-huh, 6374.

Speaker speaker_0: Okay, your first and last name, ma'am.

Speaker speaker_2: Christina McGrow.

Speaker speaker_0: Ms. McGrow, for security reasons, we just need to make sure we are in the correct file. Can you please verify with your social security number and date of birth?

Speaker speaker_2: From my Social and my date of birth? 425-65...

Speaker speaker_0: And your mailing address.

Speaker speaker_2: Oh, my mailing address? Um, 111 Planters Row, Madison, Mississippi 39110. And my date of birth, 3-9... I mean, um, um, 11-24-1983.

Speaker speaker_0: Thank you for the information. You have a telephone number of 566-5981-816. And, Ms. McGrow, I see that your benefit's already been declined. You'll receive a text because you're still under that, under those 30 days time hold. Um, you might receive another one, just ignore it or reply back.

Speaker speaker_2: Oh, okay. Mm-hmm.

Speaker speaker_0: All right? No problem.

Speaker speaker_2: Yes, I do. All right. I just wanted to double-check.

Speaker speaker_0: Okay.

Speaker speaker_2: I got the text today.

Speaker speaker_0: No problem.

Speaker speaker_2: Thank you.

Speaker speaker_0: All right, have a great rest of the day.

Speaker speaker_2: Okay, you too. Thanks. Bye.